



PPG Meeting

Date: 15 September 2022

Venue: Kingsmead Medical Centre Meeting Room

Present: Valerie Mais, Ellie Thomas, Eva Grice, Mo Morron, Mandy Skelding-Jones, Lindsey Stott, Beth Hansen, Les James, Beth Hansen, Lee Brown.

Apologies Norma Broadhurst, Sophia Sampson.

1. Introduction

Lee volunteered to chair.

2. Minutes and Action Log

The minutes were approved. On the Action Log:

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|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1/20 | Ellie had contacted Age Concern. A speaker will attend November PPG. |
| 8/22 | On line booking has been reviewed. The volume of triage taking place means availability is limited. Requests for Flu Vaccinations will be via on line booking, people can also phone for an appointment. |
| 10/22 | Mo has identified student volunteers for the Flu clinics on 8 & 15 October. They will be required between 7.30am and 2.30pm at Danebridge. |

3. A Day in the life of a GP

Beth outlined the course of her working day:

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|---------------|----------------------------------------------------------------------------------------------------------------|
| 7.50am-8am | Arrive at the surgery, check the IT infrastructure and review patient test results. |
| 8.00 – 9.00am | Problem management around staffing issues, GP availability, patients with emergencies arriving at the surgery. |

From 8.30am, when the phone service opens, taking referrals from PSCs of complex cases.

9.00am	Start morning surgery with appointments and outward bound calls to patients.
10 at 10	10 minute huddle with team leaders/representatives to identify the issues and challenges each team is anticipating during the day and how the Practice can create capacity and capability to mitigate them.
10.10 onwards	Finish surgery and start on arranged visits after signing prescriptions and dealing with other medical and management issues.
P.M.	<p>Back to the surgery as Duty GP to deal with issues and communications with medical professionals and others who need input to their processes – hospitals, blood results, insurance companies, solicitors, other GPs – and with patients with urgent conditions.</p> <p>Be available to the Practice managerial team to discuss challenges around HR matters, Facilities Management, Financial position, etc. that impact on the adaptability, efficiency and quality of service and access for patients.</p>
6pm	Surgery closes to patients. Urgent results noted and prescriptions cleared. Pre-arranged phone calls to patients on their results and issues.
8pm	Finish

There were questions on how the job had changed and demands on time altered over the last 20 years. Beth said IT had enabled GPs to streamline a number of processes and information flows but it had also increased the volume and pace of communication, and patients' expectations on the speed of response.

Beth was asked whether being a partner adds to the demands on her. She said that the role enabled her to influence the strategic direction of the Practice, develop the team's approach and work with the Practice leadership towards a high performance culture based on delivery of clinical outcomes and improved patient experiences.

There was also a financial advantage from being a Partner though this was balanced by potential financial risk. A Partner is contracted by, and accountable to, the NHS to deliver a range of services whatever the staffing issues, cost constraints, logistical and infrastructure issues and facilities available.

There were questions on the sources of funds for GP services, the impact private provision can have, and the adaptability the Partners and management team has to show to live within the Budget. PPG believed more should be done to help patients understand funding streams and how their actions impact on them.

PPG thanked Beth for her input.

4. Practice Update

- i. A GP is on maternity leave and a replacement is being sought.
- ii. Patient access to their records is planned to start on 1 November.
- iii. On line consultation with a GP no longer covers medical issues.
- iv. The introductory message on the phone system has been revised and shortened.
- v. The Practice is reviewing what need to be done to allow it to live within its financial allocation for 2022-2023.

5. Patient Feedback

There was praise from four PPG members for the way PSCs had efficiently and effectively handled a range of questions, issues and access enquiries.

6.

7. Any Other Business

Mo will arrange to speak to students at Sir John Deanes about involvement with PPG later in the year.

Next Meeting

20 October 2022

Possible Agenda Items:

Role of Care Co-ordinators

Reflections on Developing a Patient Centred Service.