



PPG Meeting

Date: 17 February 2022

Venue: Kingsmead Medical Centre Meeting Room

Present: Les James, Ellie Thomas, Valerie Mais, Eva Grice, Mandy Skelding-Jones, Beth Hanson, Lindsey Stott, Norma Broadhurst, Lee Brown

Apologies: Mo Morron, Emily Marlow, Laura Hudson.

1. Introduction

Lee volunteered to chair. He informed PPG that Sheila Bowker had decided to resign. PPG asked that he send her our thanks for her input and involvement. There was discussion on the need to recruit new members. Lindsey was asked to consider issuing information on PPG to new patients.

ACTION: Lindsey

2. Minutes and Action Log

The minutes were approved. There were no outstanding Actions.

3. New Patient Service Manager

Lindsey told PPG that she had previously worked as a Care Co-ordinator based at another practice. This had involved bringing together services and support for vulnerable patients, and given her insight into the need for joined up services and careful management of care.

In her new role she intended to review the patient's journey and understand how it can be made more coherent and cohesive. She also aimed to focus on training and developing the PSCs team with an emphasis on dealing more empathetically with patients.

At the moment Lindsey is focused on listening and learning to understand the processes that deliver patient outcomes. She believed she could add value by developing colleagues' knowledge, capabilities and capacities so they could work better together in a more flexible way. The more they could multi-function the better they could reach their potential, deliver improved customer services and increase their job satisfaction, motivation and engagement.

Lindsey believed this approach would improve patient satisfaction and see complaints reduced.

Norma asked how the staff appraisal system for new and existing staff worked, how it was used to set objectives so that training needs and development opportunities were delivered to a timescale. Mandy outlined the appraisal process used in the Practice.

Valerie said she was surprised at the level of turnover for staff in the Practice. She asked if it was a sign of dissatisfaction and a lack of opportunities to progress. Had the Practice analysed why it was so high and what measures may be taken to reduce it, give the expense of recruitment and training new staff? Mandy said that leaving questionnaires are issued so the Practice can understand the factors causing people to leave. Lindsey believed turnover was a common problem across the practices in Northwich. Valerie asked if the Human Resources Manager, Ken Power, could attend to brief PPG on his challenges. Mandy will check his availability.

ACTION: Mandy

Given how expensive and time consuming recruitment is Norma suggested that the Practice should use the interview process to identify alternative recruits should the initial appointee leave. Mandy gave examples of doing this for posts filled by internal interviewing.

In response to a question from Ellie on developing staff, Mandy reported that the Practice did use external trainers where specialist expertise input was needed.

She also said that a limited number of development opportunities were given to students who intended to become medical professionals. Numbers were limited to ensure a quality experience could be delivered.

As a means of reducing complaints it was suggested that the Practice review their recorded messages. Other practices seemed to have shorter, more focused messaging. This might help reduce patient frustration and dissatisfaction around telephony. Lindsey said she would review the messages and see how they might be improved.

ACTION: Lindsey

PPG thanked Lindsey for her input and welcomed her to the Practice. They looked forward to working with her.

4. Sandiway Closure Planning

Mandy reported that the surgery had closed as scheduled. CCG have been satisfied that all outstanding actions had been resolved. There was now an issue around disposing of the building. Sandiway Parish Council had submitted an application to have the building assigned as a community asset. At the time of the meeting the Practice had not received information on the outcome of this application.

5. Flu and COVID Vaccination Campaigns

Beth said that, after a surge of uptake of Booster jabs before Christmas, there had been a fall off in January. A number of vaccinations sites are still in use though the days they were open is reduced.

PCN contract to deliver COVID vaccinations ends 31 March. After that people will need to attend a mass vaccination centre.

Ellie asked whether the Practice will be involved in vaccinating 5 – 11 year olds. Beth said it would not as vaccinating children requires specialised input .

There was discussion on what “living with COVID” meant for patients and how annual COVID vaccinations would dovetail with Flu vaccinations. The Practice would plan to maximise uptake of both to achieve maximum effect once it received more information from NHS England.

Lee said that Mo had asked PPG to note that 12 SJD and St Nicholas students had helped with the Booster campaign. Eva provided feedback on the experience, the efficiency of its administration and the reaction of patients.

On the Flu campaign Mandy provided figures on uptake (figures attached). She was asked why 27% had used pharmacies. She said that problems with the supply chain to practices meant that some patients were advised to go to pharmacies as the Practice was not assured of the delivery date for vaccines.

6. Practice Update

- i. Three new PSCs have been appointed and are in various stages of training.
- ii. Two nurses have been offered posts with the team. A nurse has left the Practice
- iii. Two GPs are leaving the Practice within the next 4 weeks.
- iv. A new Occupational Therapist, two paramedics and a Care Co-ordinator have been recruited to provide cover for the practices within the Northwich PCN.
- v. The Practice will advertise for a Care Co-ordinator.

7. Patient Feedback.

- i. A patient who required a blood test two weeks after a regular injection for bone density had faced problems in her care because documents had not been sent from the hospital to the Practice on time. Lindsey asked for patient details so she could look into the case.
- ii. Problems had been faced in gaining a pre-booked appointment using the website. There was little information on what should be prioritised and how many were available. The Practice said that any patient could pre-book. The number of appointments had been reduced because it was faced with unpredictable staff availability due to the rules it had to follow on isolating if staff tested positive for COVID. It was suggested that this information is put on the website. Lindsey said she would look at this.
- iii. Doctor Johnson was praised for the quality of his contact with a vulnerable patient.
- iv. An issue around insuring a prescription for Warfarin was received at the same time as a regular prescription for other medicines was discussed and workarounds suggested.

8. Any Other Business

Mandy raised the issue of how the Practice could improve the appointment process and the telephony system to enhance the patient experience. A number of ideas were put forward and discussed. PPG agreed to have this item on the agenda of its next meeting. Mandy and Lindsey will provide relevant statistics and background information.

Next Meeting 24 March 2022

Possible Agenda Items: Improving Customer Experience with Appointments and Telephony