

Minutes of the Patient Participation Group (PPG) Meeting held 13TH June 2024 at 18.30 at St Clare Medical Centre

Attendees:

Ian Cary (IC), Tracey Hembrough (TH), Marna Blundy (MB).

Apologies:

Liz Burns and Becky Orchard

Key points of discussion

Minutes of the last meeting held on 25th January 2024.

These have been circulated to PPG members.

Matters arising from these Minutes: -

Continuity of Care – it is the aim of Atlantic Medical Group (AMG) to provide continuity of care for End-of-Life patients. However, this is currently difficult to achieve as most GPs are working 2 to 3 days a week and not all their working hours are patient facing; other workload commitments must be managed by all clinicians during their working week.

AMG is actively seeking to recruit more GPs to its clinical team.

Staffing update from the practice

Leaving:

- Tracey Hembrough is retiring in August 2024.
- Dr James Sherrington (Salaried GP) is moving to Devon at the end of July 2024.

New Staff:

- Martha Holbrook (Acute Illness Nurse) joined the AMG clinical Team in April 2024.
- Dr Tom Graver (Salaried GP) is joining the AMG clinical Team in early July 2024, working two days a week.
- Amie Middleton (Physician Associate) is joining the AMG clinical Team in early July 2024.
- Dr Katie Richardson (Salaried GP) IS increasing her working days from 3 days to 4 days each week.

Return from Sick leave:

Emma Martin (Deputy Practice Manager) currently returning to work after a period of sick leave.

Workload update from the practice

- Covid Medical Deliveries Unit: team of staff dealing with Anti-Virals.
- Primary Care Hub in St Ives: not being any help to Atlantic patients – too far away.
- Pharmacy First: not relieving the pressure in general practice – not enough pharmacists, and often patients will be referred by the pharmacy to a GP.

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Appointments offered:

On average 14 appointments are provided per clinical session am and pm. Sessions provided as follows:

- Mondays 12 sessions.
- Tuesdays 11 sessions.
- Wednesdays 10 sessions.
- Thursdays 11 sessions.
- Fridays 12 sessions.

Those **urgent** patients who can't be given an appointment because all appointment slots have been taken for the day, go onto the Duty Doctor List, usually averaging 175. Patients on the duty Doctor List are categorised into Red, Amber, Green depending on their urgency – clinicians then clear red category first.

Atlantic Medical Group is currently seeking to purchase from its telephone providers a 'Patient Call Back System' – aiming to reduce the time patients must wait in the queue on the phone. This is an automated system that will enable the patient to be called back as soon as a line is free.

Patient Thank you to AMG for service provided.

- For delivering medications with kindness and efficiency (Liz email)
- For providing physio at the practice (Marna)

Did not attend rates (DNA rates)

- These are running at between 250-350 per month, this year.
- In 2023 there were 3000 missed appointments, equating to 12.8 hours a week, and it is looking as if it may be as many in 2024, despite text reminders.
- These DNA are predominantly being generated by patients not turning up to Nurse/Health Care appointments; despite patient being sent text reminders.
- Practice Management are considering what further action they can take to improve the current level of missed appointments.

PPG membership

It was felt that the PPG needs more promotion, and certainly more members.

Patient queries made to PPG members.

- Ear Wax: Tracey confirmed that a Patient can have their ears checked for an Ear Wax problem and this can be done by a Practice Nurse or Health care Assistant (HCA) – they have all been trained to do this. Atlantic Medical Group (AMG) Nursing Team do not syringe Ears to remove wax. The Practice Manager will discuss with the AMG Reception Manager to ensure that the Reception Team are clearly communicating the above to patients.
- Getting appointments: some patients will arrive in person at the Surgery Reception Desk and book in person at 8am; the remainder booking by phone from 8.15am.
- Someone at AMG checks all the test results, and frequently will check that the referring doctor is told about these.

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- There is always at least one GP present at St Clare and at St Just each working day; AMG does now have a Clinical Team with other Allied Health Care Professionals supporting our GP's and these staff work across the 3 surgery sites.

PPG Message Board

It was agreed that the Message Board which is updated after each PPG Meeting was helpful and will continue to be publicised on social media, surgery noticeboards, and on the AMG website.

Items to feature in the summer PPG messages include:

- 1) Appointments not attended
- 2) Need for new PPG members
- 3) Health checks for 40+ without chronic disease every five years (can be offered evenings and weekends).
- 4) The NHS have very recently informed Practice's that Flu (and Covid) jabs this year will not start to be provided to patients until early October 2024 to enable more protection through to March – this is a government decision.

Next Meeting: October 2024 @ 6pm – Cape Cornwall Surgery