

Minutes of Nightingale House Surgery: PPG Meeting

Date: 07/12/22 Time:

Location: Nightingale House Surgery

Present	
Farhaanah Begum	Practice Manager
Colleen Sterling	PPG chairperson

Agenda Item no.	Discussion	Action
1. Covid	<p>Discussed recent teams meeting with federation team – it is ongoing and unsure how long it can go on for. Support offered for individuals experiencing long term effects such as IAPT.</p> <p>CS queried the turnaround for referrals.</p> <p>Referrals for long term covid is sent to north central covid referral – Nightingale has only 7 of which 2 are under assessment, others okayed. Not many deaths from covid.</p> <p>Age banding Nightingale data for covid vaccinations:- vulnerable learning disability: 45 – 6 refused mental health 50-55: 266 – 65 refused 55-59: 305 – 85 refused 60-64: 211 – 45 refused 16-64: 717 – 176 refused 65-69: 288 – 48 refused 70-74: 504 – 85 refused 75-79: 158 – 29 refused 80+ including social/healthcare workers: 239 – 32 refused.</p> <p>FB - About 15% a lot of people had bad reactions so this year a lot of patients are declining including the flu.</p>	

	<p>Enfield data shows it is poor. Invitations are being sent out. It is impossible to keep sending reminders; spending so much resource chasing up, some do not even respond, and we have staff going off sick so there is not enough admin time either.</p> <p>CS – There's a lot of mental health and I don't know what training frontline staff have.</p> <p>FB - We have clinicians staff can go to; myself and HR who can support them by going to a counsellor. Finance is a huge problem; people do not know how to cope and lash out.</p>	
2. Polio	<p>Practice is inviting for children to come in; contacting them every month. Nightingale has had a good uptake.</p> <p>FB has been sending batch messages via accubook that patients can book themselves.</p> <p>NHS England are happy with our data</p> <p>CS querying it is a one-off vaccine</p> <p>FB confirmed it is but because of the outbreak it is being offered as an additional dose.</p>	
3. MMR	<p>NHS England are sending letter to get children booked in. Our practice is also doing searches and contacting them to invite them to book.</p> <p>CS querying why health visitors are not contacting them.</p> <p>FB does not know who the health visitor for Nightingale is. They are normally based at Forest. FB tried to contact them but told they are also based at North Mid. It took 2 weeks for a response to say they no</p>	

	<p>longer have a nominated person; if there are any problems then to email them.</p> <p>FB raised it with our federation team to find out what is going on</p>	
4. Diptheria	<p>Discussed it is similar to strep A; with similar symptoms. There is an outbreak. It is believed to be coming from asylum seekers. Airport have certain hotels to quarantine and are offering diptheria vaccine there.</p> <p>Symptoms include: thick grey white coating covering the back of the throat, difficulty in breathing, high temperature, swollen glands in the neck, sore throat.</p> <p>CS querying if we had any cases</p> <p>FB advised not that we know of</p>	
5. Strep A	<p>FB informed it is new; the health organisation department sent an email to give background information. We are not really treating them at the practice; giving antibiotics or referring. First point of treatment is antibiotics.</p>	
6. Flu	<p>Discussed data showing 2-3 year olds worse in response to texts, calls sent. List given for admin to call directly. There are 30 practices in Enfield out of which Nightingale only hit 12% of target.</p> <p>Ages 18-64 - 34%</p> <p>Ages 65+ - 58%</p> <p>CS querying if there is a partnership between education and health authorities as schools should be able to offer 2-3 year olds.</p> <p>FB advised not that we are aware of</p>	
7. DQIST	<p>Discussed components of DQIST: BP, HbA1c and cholesterol. HbA1c target should be below 58, cholesterol 5 and below. Practice will contact patients when due. If they are good results then it shows we are achieving targets. DQIST targets finishes end of March every year.</p>	

	<p>Out of 30 practices Nightingale is number 4.</p> <p>FB discussed SMI: When patients come in we do health checks; there is a set template/checklist that GPs tick off. We are second in the borough.</p>	
8. Complaints	<p>CS querying which area is receiving the most complaints?</p> <p>FB informed staff attitude.</p> <p>FB checked babble call recordings. Out of all complaints only about 2 occasions re where staff have been at fault. Most complaints are from patients that feel staff are deliberately not giving them appointments which is not the case. Nurses going off sick and appointments are having to be cancelled; staff are getting patient complaints because of this.</p> <p>Patients are not wanting to see other clinicians who are available and only want to see the GP.</p> <p>CS suggested there needs to be ways to educate and get the information across for patients to understand.</p> <p>FB informed out of the practices within our PCN – Nightingale, Medicus, Oakwood, Southgate, Bounces surgery are the top performing.</p> <p>FB dealt with about 15 complaints including verbal and following up previous. An annual declaration is submitted online.</p> <p>The main issues were to do with appointments and making them face to face which has now been sorted out.</p>	
9. Significant Events	<p>The practice has had two significant events so far. The first was regarding a 2WW breast referral; the physician associate did the referral but it was not passed on to the secretary. This was only picked</p>	

	<p>up by Dr YC when dealing with another issue for the patient. The patient should also know as they are told to call hospital if not heard in 2 weeks.</p> <p>FB created a search on emis to pick up cancer safety netting set by the doctors. The secretary was told to follow it up; she forgot to keep an eye on it.</p> <p>The second was to do with a PSA result; the doctor sent task for patient to be booked. Receptionist did call to book the patient, but the appointment had been cancelled. Receptionist could not recall what happened and there were no call recordings so it may have been arranged via a face-to-face conversation.</p>	
10. Friend and Family Test	<p>CS querying about it</p> <p>FB informed it comes under iPlato.</p>	
11.A.O.B	CS appointed officially as chairperson for PPG members	

Next meeting: Week Commencing 27th March 2023