

THE MANOR PRACTICE

Dr Mark Forshaw Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

Meeting Agenda – PPG Meeting 7th October 2024

Chair – Sue Kay

Minutes – Amy Jackson

Attendees- Leanne Hoye, Dr Forshaw, Dr Ahmed, Tom Forrester, Angela Cornwall and Richard Austin

Apologies-

Agenda items:

Raised by	Agenda Item	Action Owner
	Introductions made to Dr Ahmed as it was his first time attending.	
Sue	Chair Report	
Leanne	<p>Practice News</p> <ul style="list-style-type: none"> - The podiatry room is currently in the process of being refurbished and changed from one big room, into two consulting rooms. This change means some of the practices telephone clinics can be changed from telephone calls to face to face. - Flu and covid clinics are now set up including some weekend clinics. We had our first Saturday clinic on 05.10.2024 and vaccinated over 400 patients. - The RSV (Respiratory Syncytial Virus) vaccine is also available. This is available for those who are over 28 weeks pregnant and aged 75-79. - We have had two new members join the PCN team. Natalie is our cancer care co-ordinator and gold standards framework (end of life) co-ordinator. Beki is our safeguarding co-ordinator. Both work for all three practices (The Manor Practice, The Hawthorns Surgery and Ashfield Surgery). - Our new paramedic, Adam, has now started. He is currently going through an induction but will hopefully be able to visit patients within the next few weeks. 	
Sue	Interviews – There are two new applicants for the PPG and the interviews will take place next week. Sue has asked if Leanne can contact them	LH
Tom	<p>Tom read in the news that 1 in 20 patients receive a GP face to face appointment globally.</p> <p>Leanne ensured that we default to face to face appointments. Telephone appointments are only offered when it is the patient's request or a clinician is having to work from home. Dr Forshaw advised that approximately 80% of our appointments offered are face to face.</p> <p>The appointments we have available are;</p> <p>Same day appointments – released at 8am everyday and are for urgent appointments.</p> <p>Routine appointments – released two weeks in advance every day at 13:30. This helps prevent the 8am rush.</p> <p>Duty Doctor list - If no appointments are available and it's urgent, the patient will be added to the duty doctor list and this will first be a</p>	

	<p>telephone call allowing the GP to triage and if needed, a face to face appointment can then be offered.</p> <p>Nurse appointments are also offered as face to face as default unless the patient requests otherwise or a nurse is having to work remotely due to no clinical rooms available (the podiatry room being split into two clinical rooms should help with this).</p> <p>Dr Ahmed also explained that we offer OHP extended clinics that offer face to face appointments. The main GP's that offer to work these clinics are Dr Ahmed from The Manor Practice, Dr Ismail from the Hawthorns Surgery and Dr King from Ashfield Surgery. Nurse appointments are also offered during these clinics and they are mostly managed by staff here at The Manor Practice.</p>	
Tom	Good feedback and praise given regarding Francesca Bakhtiari, who is our Physicians Associate.	
Angela	<p>Patient impact on GP Work to Rule – Leanne explains that the GP industrial action seems to be having a positive impact on both patients and GP's. It was explained that patients are getting their investigation results, prescriptions and documents quicker than before. Some GP appointments have also been amended back to 15 minutes from 10 minutes giving patients more time with the GP.</p> <p>Dr Forshaw explained that the industrial action is to stop non-contractual work from other services that we have historically done before (increasing the GP workload).</p> <p>One example that Leanne gave were shared care agreements between the GP and hospital. Medications for conditions such as rheumatoid arthritis and ADHD are specialist medications and come with a lot of risks so it needs to be monitored. A shared care agreement can put that responsibility onto the GP to monitor rather than the hospital consultant (who has a much wider knowledge on the medication). Shared Care Agreements are being carefully considered before we agree to them to ensure they are appropriate for general practice.</p> <p>Sue queried that if some GP appointments have been amended from 10 minutes to 15 minutes, does this not mean there are less GP appointments available?</p> <p>Leanne explained that we are following BMA guidance which limits GP contact to 25 patients a day to avoid decision fatigue.</p>	
Tom	<p>Is there a survey that shows how well different GP practices work?</p> <p>Leanne explained that all GP practices are somewhat privately owned whether they are owned by the practice partners or ran by vertical integration (some hospitals run GP practices). So no, it would be difficult to get a survey as most practices have their own process.</p>	
Sue	<p>Communication books – Glad that patients are using the books and using the opportunity to leave feedback. Sue has noticed that the book at Ashfurlong has been vandalised and the comment pages ripped out.</p> <p>Leanne suggested that the communication books could be added to the opening and closing routine so that they are checked daily.</p>	LH
Leanne	<p>Security was queried at James Preston. Leanne mentioned that we have already applied to have a security door at James Preston like we have at Ashfurlong but as James Preston is owned by Property services, this can take a while. The camera's work at James Preston, but they do not work at Ashfurlong. Leanne advised she can look at quotes but new cameras depend on the available funding.</p>	
	Open day was post poned to be discussed in the next meeting	

Sue	<p>DNA's – Sue has noticed a few discrepancies with the appointments available and appointments booked. Leanne advised this could be due to the nurse's appointments being changed from 15 to 10 minutes and now having more nurse appointments available. Could also be because a last minute clinic was added and not all appointments could be filled or if a patient cancels their appointment last minute, that appointment also could not be filled.</p> <p>Sue queried if there is a procedure in place for the same patients who DNA regularly. Leanne advised that at the moment there is no procedure in place but there is a practice she knows of that sends a text message to patient's advising that if they continue to not attend their appointments, they will be removed as a patient. Leanne will look into setting this up if suitable.</p>	LH
Sue	<p>Anna forwarded an invite to a patient participation event to Sue. Sue is not sure what this involves so Leanne will have a look.</p>	LH
Angela	<p>Angela reports that boots pharmacy now have a label on the packaging containing the patient's full name, address and contact details, making these details available for the public to see. Angela queried this with boots who advised they cannot remove it, otherwise the text messages confirming when to collect will be stopped. Leanne will query this with the pharmacy team.</p>	LH

Date of next meeting – 2nd December 2024

PPG CHAIR REPORT

MONDAY 7th October 2024

Hello and welcome to you all to this meeting. Thank you for coming.

Sincere apologies to everyone concerning the mix up over this meetings dates. I had completely forgotten that I had re-arranged it, due to the last meeting being cancelled.

OK, I will begin by mentioning our GP's, primarily their workload, pay and conditions. All these issues that were headline news not that long ago, it does seem to have been put on the back burner since the escalating issues in the Middle East. I do feel that our GP's need to keep their concerns high on the agenda, as it affects every single one of us.

Leading from this a recent analysis of Data published, shows that there are 1000 full time, not including Locums, GP's less, than in 2015. it shouldn't be any surprise that our GP service is struggling as our population is growing and according to statistics living longer. This is unfair to our GP's as well as patients.

The Data highlights the struggle for appointment availability on a National level, as well as patient satisfaction declining, an example given was 2,300 patients to 1 full time GP. The patient ratio varies considerably to where you live, hence the term Postcode Lottery. 1,800 in the northern part of England and 3,400 in the south. Also highlighted was that 1 in 6 patients are waiting more than 2 weeks for an appointment to see a GP, dissatisfaction with GP services is at its highest ever level.

I think we need as a group and the Practice, need to re assure our patients, that we are doing our best to ensure satisfaction from all sides.

On a lighter note, I am pleased to see the Communication Book at both practices being used. There are some lovely positive comments and im very pleased to see the books being used. I'm hoping that the postbox's will prove to be as popular, time will tell.