

PPG Meeting September 2023

Date

Fri 22 Sep 13:00 - 14:00

Confirmed attendees

Amy Hood, Hayley Wilbourne, Sarah Buckley

Other Attendees

GD,TF,PB,JA,RW,SD,RH,FMS,AH,SB,HW

Details/Agenda

1. Apologies

Agenda

1. Practice update (standing agenda item)

- Practice Boundary - There is no update other than this has been submitted and discussed at the Sub-Group Meeting in August, and SB will be meeting the ICB 22nd September pm with regards to answering any further questions that they have. Following this meeting, they will work through and will send to the Delivery Group members for virtual consideration as an extraordinary item rather than waiting until the next meeting in November.

- Staffing update – GP's/Nurses

- Continued education of roles/services – MH/CPCS/PA's/Link workers/Kiosk etc – Health checks/Ext Access/Rotherham Healthwave

- Flu/Covid update

- New comms system from 1/09/2023 – Accurx premium

2. All other items

- Appointment access

- building maintenance - SHB to update following recent visit by ICB

- ppg notice board

- patient record online access - Patient comms – been delayed so many times at the last minute over the last 3

years and may still be. Have done the work, but need to pick up again, but not providing comms until we know for certain – e.g. Nov newsletter

- Patient Feedback (Friends and Family Test) – I am happy to share this info with the PPG for discussion and ways to further improve
-

ref: https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/online-access-to-gp-health-records/gp-readiness-checklist/ensure-prospective-access-to-patients-is-being-promoted-and-offered?fbclid=IwAR1trSUVUAF9g2M44RnIDUPljFowbEVGvgmld5_JmreHEhAqANhbn-5XVLY

Actions From last meeting

AOB

Date for Next PPG meeting

Close

Minutes

Welcome by TF and fire safety by SB

Apologies - MH, DN, PW, GC, MP

Introduction by of new member PB by chair TF. Round robin of introductions and welcome to the group. TF summarises today's agenda.

Agenda

1. Practice update

Practice Boundary -

SB thanks the group for their contributions to the boundary project. SB has followed up the questions that the ICB asked which were minor and informs that they have asked to meet with her. TF queries whether they are following procedure with this as he believes this is not usual. SB confirms she will be meeting with them later today and she will update the group accordingly.

Staffing update – GP's/Nurses

Sadly 1 Doctor (Dr Chelliah) has left the practice at the end of August, but we are very pleased to have since recruited 3 new GP's. We welcome Dr Waterhouse who was previously here as a Locum doctor, Dr Okeke who had previously done her GP training here in 2019 and the return of Dr Holmes. TF and JA had good praise for Dr Waterhouse and were very pleased to hear he has decided to stay with us. SB informs that we are currently in the process of sorting maternity cover for one of our other GP's. SB informs that our nurse lead has recently retired and we have another nurse due to retire at Christmas. We have had the jobs up for the nurse lead but unfortunately had no response. This is to be re-advertised along with a job advert for the other nurse role shortly.

Continued education of roles/services – MH/CPCS/PA's/Link workers/Kiosk etc – Health checks/Ext Access/Rotherham Healthwave -

SB informs the group that we have a new Mental Health worker in the PCN who will be working here on Thursdays and Fridays who will see patients from age 18 up. TF to pick up on Mental Health worker role at next PCN community meeting. SB to ask her to come and do a talk at the next meeting.

SB informs that Get Healthy Rotherham will stop and a new service called Healthwave will replace it, they will also have a group session in our building on a Tuesday morning.

NHS Health checks which have previously only been done in community settings will now also be available here at the centre on a Friday.

Flu/Covid update -

Vaccines delivered 12 September, we have already had one successful Flu Sunday clinic and our next one due this weekend on the 1st October. All invites have been sent out for adults. SB confirms that there are no covid vaccinations being done here and the remain at Anston this year. Patients can contact 119 or check the National Booking Service to find out more.

New comms system from 1/09/2023 – Accurx premium

AH present the new Accurx communication tool the ICB has procured for us. This provides various services such as SMS messaging, Floreys (which are questionnaires for reviews such as Asthma, medication etc), booking links for appointments (which have had previously) and reminder messages that are received 24 hrs before an appointment that patients can cancel through. We hope the reminder service in particular will assist with our DNA's. JA comments about the DNA's being reported in practice and online could say if we are up or down - SB requests this tabled for next meeting.

SD queries if anyone has had the medical trials message and if this is legitimate? SB confirms that yes we have signed up for allowing medical trials company to contact our patients as per CQC suggestion, SB is surprised they have started so quickly. TF we need to advertise this as there are many fraudulent messages out there. SB/AH to add to website and newsletter.

All other items

- Appointment access -The practice worked with NHS time for care for 26 weeks last year regarding best practice on appointment availability and access. Following this and the new contract and the legal changes brought about in May, our appointment system was changed in March this year. We removed online GP appointments as they were being booked for things that other clinicians could see such as nurses thus reducing GP availability for those who actually need it. Added 4 review slots a day for GP's to send out to patients providing continuity of care with the same clinician. This has been very popular and patients have responded positively. Added in emergency sit and wait slots. Added in minor ailments

appointments with our physician associates. The vast majority of phone calls we receive per day do not require a GP appointment but another service, our patient service advisors are adept at care navigation now and we have seen much improvement.

TF - can we have minor ailments slots online?

SB responds that all staff are trained differently and if we add them online patients may try to book in with them for things they cannot assist with or worse patients who should have been navigated to A & E may be missed.

JA - What would the patient service advisors want for patients to say when they ring up? What would be the ideal way for patients to express themselves?

SB to ask our patient service advisors and feedback at next meeting

FMS - Glass surround on reception she finds it difficult to hear the person behind the screen can this be removed now covid is over.

SB reception does not want it removed as some patients prior to this would lean over and be intimidating, we don't want a return to this.

RH - Possibly risk management training for reception may help with this?

SB training has previously been provided and there is a difficult balance between patient expectation and staff wellbeing. We will not be removing the glass. Update - Asked in meeting 12/10/2023 and all said not to remove.

- Building maintenance - SHB to update following recent visit by ICB
-

SB meeting with ICB and NHS property services and Council Estates to review the space in the building.

SB also met with Stuart Carr and Chris Southward with regards to the ongoing maintenance issues.

GD who is also on the parish council asks who came to meeting was it council estates do you have names? - SB to query. Parish council know about our issues regarding the building. TF do the police attend parish council meeting regarding nuisance behaviour? GD - no they do not.

TF next steps - Feasibility study to move things around such as reception/admin to ground floor leaving more clinical space upstairs.

Still ongoing issues with fire doors and lighting. - RH who is liable? SB both the council our landlords and us as we are the service provider - grey area.

New member PB queries why the bins outside the building were removed? SB Streetpride removed them during covid when they didn't have enough staff to go around emptying them and the overflowing bins were attracting vermin.

- PPG notice board - JA comments the PPG notice boards is outdated. FMS comments the notice boards could be in larger font and more interactive. JA volunteers to set up a small sub group of PPG members to discuss what to add to the board.
-

- Patient record online access - Patient comms – been delayed so many times at the last minute over the last 3 years and may still be. Have done the work, but need to pick up again, but not providing comms until we know for certain – e.g. Nov newsletter
-

- Patient Feedback (Friends and Family Test) – I am happy to share this info with the PPG for discussion and ways to further improve - tabled to next meeting
-

ref: https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/online-access-to-gp-health-records/gp-readiness-checklist/ensure-prospective-access-to-patients-is-being-promoted-and-offered?fbclid=IwAR1trSUVUAF9g2M44RnIDUPIjFowbEVGvGmld5_JmreHEhAqANhbn-5XVLY

SD thanked SB for updating and explaining in regards to access.

Actions From last meeting

AOB

Date for Next PPG meeting - Friday 20th October

Close

Actions

- SB to ask MH worker to come and do a talk about her role - Update - unable to attend as on leave. Joe asked to come.
.....
- To add DNA's to next meeting
.....
- Add clinical trials message to website - Done
.....
- SB to ask patient service advisors what is the ideal way for a patient phone call to go, what do they want the patient to say? Delegate to LP
.....
- SB to query who was at meeting regarding building maintenance
.....
- FFT - patient feedback tabled to next meeting.
.....