

PPG Meeting

Date

Fri 05 Apr 13:00 - 15:00

Location

Large Meeting Room

Confirmed attendees

Amy Hood, Sarah Buckley

Other Attendees

AH,SB,TF,RH,GD,MH,RW,SD,MP,FMS,JA,GW,

Details/Agenda

Agenda

Introductions and apologies

Welcome by Chair

- recap of last meeting
- practice update
- staffing
- covid boosters
- telephones
- building
- PCN survey
- PPG Comms
- noticeboard
- Diversity & inclusion of PPG (meet at different times & young adults engagement)
- Continuity of care (topic raised by new member)

AOB

CLOSE

Minutes

Agenda

Introductions and apologies - Apologies from PB and HW

Welcome by Chair

Welcome to new member GW and introductions all round

• **recap of last meeting** - general recap for new member and recommendation to read the previous minutes available on the practice website.

• **Practice update:**

• **Staffing** - We have a new GP starter this week Dr Alison Caldwell who may be familiar to some as she did her training here a few years ago and has now come back to work for us. Nurses update - in recap 3 retired (not expected), 1 now on maternity leaving us with only 1 Nurse. Attempted to recruit twice but jobs were offered and then not taken up. We do have one nurse who we are currently undertaking pre-employment checks for. Further job adverts will go back out for lead nurse again shortly. This leaves us in a difficult situation and heavily reliant on locum nurses which are unfortunately in short supply. SB has informed both the ICB and our local Rother Valley South PCN to see if they may be able to assist as we are now entering Covid vaccination season so any locum nurses are likely to be working on that. No further update on the Practice Boundary as yet.

• **Covid boosters** - The PCN has agreed to continue doing Swallownest patients up at Anston Vaccination centre and they will also be doing our housebound and care home patients as well this time.

• **Telephones** - The New Call back upgrade was implemented on 14/3/2024 which has had quite a few glitches since installation including two days of outages around the bank holiday which has caused much disruption and subsequently much discussion on social media. SD reports she has had good experience of the call back feature herself. GD comments that much of the online discussion locally has been around waiting in the queue and having to press # key to remain in it if they don't want to use call back? JA comments that may be good if can use alternate number for call back such as a relatives number? TF comments on RMBC call back feature which lets people know they may be contacted the following day perhaps this is something we could implement. *Unfortunately due to how system is set up this one would be unlikely as no calls are stored overnight.* SB does know there are things we can request to be altered and TF suggests discussing this at a separate meeting to fully understand what needs tweaking possibly via a sub-committee.

• **Building** - Recap of issues for benefit of new member. SB informs compliance still not up to standard and she has had no further contact from council regarding this. MH and TF have both spoken recently to local MP candidate regarding this with differing responses. SD comments on chemist moving. JA comments on parking.

• **PCN survey** - PCN survey was done between 14/02/2024 and 29/03/2024. SB to share results when she has for all 4 practices in our PCN and PPG can discuss at another meeting. We have had our results just this morning and SB has noticed a lot of comments about not being aware of or not using the website, which is a shame as a lot of effort does go into its update. JA there are some small issues with presentation but over all its very good. JA suggests once again restarting the Facebook page. MH disagrees and currently the practice is not willing. TF comments that all website updates are currently done solely via the provider so updates are not always timely, possibly to consider provider alternative/taking over this? RH suggests a link on face book marker page to website may be possible with out worry of updating in two places and suggests all of the above be discussed further in another meeting or sub committee.

• **PPG Comms** - Regarding potential PPG email, TF mentions potential GDPR issues and that SB has been looking into NHS mail. JA has done own survey on this and TF asks her to share this information. SB queries with the group Why is one required? What do you want it for? JA - for patients to directly contact PPG regarding joining and events etc. SB comments there is already a form website for joining, JA can a paper one be made and a box for comments? RH add a QR code to the box. SB we did have a box a few years ago we can look at finding it out again. Possibly mount it up by the noticeboard?

• **Noticeboard** - JA informs its all up and done now and updating regularly and asks that a mention be made in the next pt newsletter. *April's not gone out yet so can be updated.*

• **Diversity & inclusion of PPG (meet at different times & young adults engagement)** - TF asks if meeting time/day can be changed. JA suggests 5.30 after speaking to some local young mothers who may be willing if the time were altered. SB/AH inform the date and time have only been Friday 1pm as that was just what it has always been so nothing to say cant be altered. AH here until 6pm most days to do minutes in any case so no issue there. TF/JA discussion re summer/winter times or just regularly alternating. To be settled later. TF makes suggestion of having a PPG WhatsApp group after meeting with Dinnington PPG Chairperson who has said it has helped with involvement. This could be another way to engage the younger generation to join. RH Could there be a separate PPG group that is only on WhatsApp? TF Like a virtual PPG? another practice does this via a private facebook group although around 95% of members are silent

on it and obviously would require some policing of content. GD lets test it out. MH has an Ex-firefighters WhatsApp group that has gone very well. FMS - Would this be minuted? TF - No it would be a discussion forum not a minuted meeting. TF initiates a vote. 8-1 in favour and he will set up the group for members only as a trial but TF would like a member of practice to be in the group. SB will query if anyone in practice wishes to be invited as would mean using private numbers.

• **Continuity of care (topic raised by new member)** - GW comments on having only one GP 30 plus years ago and now never seeing the same one. SB spoke of follow up URL slots (which are GP's personal review appointments set to one side) that GP's are being encouraged to use for patients that require regular reviews. It sends a link out to the GP's review appointments but as long as they have sent the message it is saved in your record so if you cant use link or forget to and it expires reception can still see this and book one for you. GW/JA also comments on duration of appointments being short. JA asks regarding herself as the GP was not able to book anything due to no rotas being on. SB apologises that yes we have been behind in adding rotas on but have just added May and June.

AOB - SB informed the group of leaving her post shortly for a new Job. The Partners have been interviewing for the role of Practice Manager and nothing has been announced as yet. TF takes the opportunity to thank SB on behalf of the group for all her help and support over a very challenging few years and wishes her the best in her new role.

Next meeting date TBC - SB to query if one of the partners would like to step in while awaiting a new manager or if the group will be paused temporarily.

JA gives apologies for any missed meetings for next few months as she will be on a long vacation.

CLOSE

Actions

Updates to SB actions -

1. Practice boundary results - for new practice manger to pick up when she starts, unlikely to be done while our temporary manger is here.
2. comments box - Done and placed near to the PPG noticeboard.
3. Newsletter done
4. We now have an Interim/Locum manager who will be covering until our new manager starts.