**The Family Practice Western College**

**Patient Participation Group**

**PPG Resume of the meeting held on 21.09.2020 via Zoom**

**Present:**

John Plumb

Ann Nicholls

Jill White

David Shelton (Chair)

Dr McGuinness (GP)

Nick Benson

Catherine Eva

Katherine Turner (Strategic Business Manager)

Keith Dawes

Penny Dobson

Ian Goodenough

Adrian Longstaffe

**Apologies:**

Katharine Flint

**1. Welcome.**

DS welcomed members to the first meeting since December and specifically AL as a new member. The two pupils from Red Maids have left the group as they have changed schools.

**2. Minutes of last meeting (9 December 2020)**

These were approved subject to carry over of request to provide information on the website to inform Patients about cancelations, waiting times etc. (KT)

**3. Matters arising.**

Request for more detailed analysis of “Do not Attend” (DNA). This was provided as follows.



It was noted that the reduction in DNAs from April reflected the switch to telephone consulting which is a rigorous process involving the normal pre-appointment text and then at least one follow up call and text messages to Patients who do not answer their pre-arranged call.

**4. PPG Operating Guidelines**

It was noted that the guidelines reflected the operation of the PPG and also best practice – the guidelines will be used to support the induction of new members.

The Guidelines were approved and will be posted on the website.

**5. Strategic Business Manager report - KT**

Staffing

a) GPs: Dr. O’Connell has left the Practice and has been replaced by Dr Ben Burrows.

b) Reception: The Reception Manager has resigned, a replacement is in post and two new receptionists have been appointed.

The Job Descriptions of the reception team will be shared with the PPG for reference. (KT)

c) PCN recruitment: Clinical Pharmacists: There are now 3 Clinical Pharmacists in post (1 more arriving in October) and 1 Pharmacy Technician.

Prescription Hub

The above appointments have supported the development of a “Prescription Hub” to set clear standards and increase the speed of prescribing. The team will also undertake projects related to changes in drug availability and the need to change prescriptions for groups of affected Patients.

In addition, the continued switch to electronic prescribing has resulted in major benefits, particularly the typical turn round of 48 hours.

Telephone System

There has been an issue related to dropped calls for the first person in the queue which has been investigated and will be resolved with additional staff training.

The peak call time is 9:00 am– 11:00 am and normally 3 or 4 receptionists answer calls during this period.

COVID-19 swab tests

All results are reported to the Practice and Patients who do not have access to digital services can call the Practice for their result.

The COVID-19 Symptom Study (Kings College London) was briefly discussed - the link will be circulated (JW) and is attached here:

<https://apps.apple.com/gb/app/covid-symptom-study/id1503529611> for Apple

<https://play.google.com/store/apps/details?id=com.joinzoe.covid_zoe&hl=en_US> for other services.

**6. GP Report – Dr. McGuinness**

GP operating practices are discussed at least 2 or 3 times each week with a high degree of focus on patients’ experience. The process has been changed at least 6 times since March with increasing experience of remote contact. There is a high degree of co-operation and teamwork within the Practice.

GPs are running 2 surgeries each day with a majority of patient inter-action by telephone where a triage service is performed to determine an agreed plan of action including next steps, referrals etc.

Calls typically run for an average of 7 minutes and there will be up to 20 each day. Calls can lead to face to face appointments, typically 2 or 3 each day. Calls are often supplemented with photographs or video.

Telephone consulting is much more challenging for GPs than face to face as it is more difficult to gather all of the contextual information which enables GPs to determine and agree the next steps. Such calls are “higher risk”, even for more experienced GPs.

GPs find the typical 12-hour day, much of it in front of a computer, tiring and a forthcoming Awayday will deal with well-being and fatigue across the Practice.

The eConsult service is not widely available at present – this will be reviewed and there is a need to streamline the Patient routes into the Practice and, importantly, avoid the misuse of e-mail based contact.

It is anticipated that when the current crisis has passed the split between telephone and face to face contact will settle at 60/40 – research demonstrates that telephone consultation does not save any GP time and, by its nature, can carry increased risk. However, it is very good for non-complex situations and conditions.

There was unanimous vote of thanks from the PPG for the GPs and support team for their dedication, hard work and service – particularly since March.

**7. Flu Clinics**

Letter have been sent to Patients aged 65+ - the Practice has purchased sufficient vaccine for this group. A check will be made to ensure that everyone eligible for vaccine has been contacted. (KT)

The PPG will be supporting the clinics at the end of September and October.

**8. PPE Collections and Additional Volunteering**

The PPG members who supported the collection of PPE were thanked – the current supplier delivers PPE direct to the Practice.

The PPG stated that they were very willing to support any other voluntary activity required by the Practice.

**9. Client records.**

Some, quite dated, Patient records are still paper based. The NHS has a project to digitise all records over time. The Practice has an experienced “summariser” who summarises the key content of paper records to transfer them to the computer-based record. The Summariser is very experienced and had undertaken the work for some time.

**10. Increasing Involvement.**

This was deferred to the next meeting.

Dates of next meetings (all at 7:00 pm):

* 30 November 2020(already in diaries)
* 1 March 2021
* 24 May 2021
* 6 September 2021