

The Family Practice Western College

Patient Participation Group

PPG Resume of the meeting held on 30.11.2020 via Zoom

Present:

John Plumb
Ann Nicholls
Jill White
David Shelton (Chair)
Nick Benson
Catherine Eva
Dr Smyk (GP)
Katherine Turner (Strategic Business Manager)

Penny Dobson
Adrian Longstaffe
Katharine Flint
Ann Hannay

Apologies:

Keith Dawes
Ian Goodenough

1. Welcome.

DS welcomed members to the meeting.

2. Apologies.

Apologies were received from Keith Dawes and Ian Goodenough

3. Minutes of last meeting (21 September 2020)

Approved.

4. Matters arising.

Request for more detailed analysis of “Do not Attend” (DNA) was provided following the last meeting.

Receptionist Job Descriptions – were circulated following the last meeting.

5. DNA – “Do Not Attend”

The most recent data is below.

Month	GP	TR	0-18yrs	19-39yrs	40-64yrs	65yrs
Sept	26	52	8	23	31	16
Oct	25	40	9	33	12	11
Flu appointments have been excluded from these figures						

As with last time 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.

6. PPG Increasing Involvement

The previously circulated paper was approved. It was noted that the PPG would have a secure inbox to communicate with the wider group and that the group would be consulted on issues of interest to both the PPG and the Practice.

Action: DS to liaise with KT to arrange set up of inbox and to promote the wider group.

7. Strategic Business Manager report – KT

KT reported as follows:

Dr Powell is now on Maternity leave and has been replaced by Dr Lucy Burnand.

A second PCN (Primary Care Network) Clinical pharmacist has been recruited (there are now 2 operating 2 days per week).

An additional GP to cover 4 sessions is being recruited on a 1 year contract.

One of the reception team is on maternity leave and has been replaced.

The Practice became aware of the strain on the telephone system that the change of operation has caused by GPs doing telephone consultations and the problems patients have had getting through to the surgery so FP:

- Purchased 6 more lines
- Provided more training to the team to avoid patients dropping out of the system
- Re-organised rotas to manage peak times
- Provided an explanation as to why sometimes people drop down the queue (displacement due to priority line for hospitals etc.).

Flu clinics have been going well and the support from the PPG has been invaluable.

Additional Flu clinics for the 50+ cohort are beginning this week (w/c/ 30/11/20)

Planning for the COVID vaccination program has begun although many of the details are still unknown. This will be delivered as a PCN with a central site shared and operated with other local practices. The hope is that trained volunteers will be deployed to avoid affecting the service delivery at the individual practices.

8. Continuity of Care

This concept has been discussed several times in the past and it is noted that FP is one of the pioneer practices in the current One Care project promoting continuity of care.

Some difficulty of delivering this has been experienced by patients and there are several reasons for this, at present related to the COVID-19 situation. In particular the delivery of service and appointments system have been revised several times since March as the situation has developed which has affected continuity in some cases.

The challenge of delivering the COVID-19 vaccination programme over the next 3 months at a potential run rate of 2500 vaccinations per week (even with additional resource from volunteers)

will inevitably impact on continuity. However, there is no reduction in the desire of the Practice to offer continuity and GPs will manage patient expectations over the next few months and also try to provide continuity in cases where it would be of greatest benefit.

9. Flu Clinics

These have all operated as expected with a further clinic on 2/12/20. The PPG have been pleased to support all the clinics and have offered support for the COVID-19 vaccination programme.

10. Prescriber Team

A point for clarification was raised regarding contact with Patients should the team need to (or recommend) a change in medication (e.g. substitution between identical medications to achieve cost advantages). Dr Smyk stated that there were many reasons for changing medication (availability, safety concerns, cost, effectiveness etc) and it wasn't always practical to discuss with every patient although attempts were made to inform patients where possible.

11. Facebook

The Practice now has a Facebook site which is up to date and fully compatible with the website.

It was noted that this had been discussed several times at previous meetings and some reservations were expressed, mainly with regard to maintenance, compatibility with the website and the need to monitor frequently to prevent misuse.

Other practices in the area have had mixed experience with their Facebook sites and some have removed them.

It was recommended that experience of the operation and use of the site be reviewed at the next meeting.

It was also noted that, with the reservations referred to above, this is potentially a very useful addition to the communications media of the Practice. The link is:

https://www.facebook.com/The-Family-Practice-Western-College-101658228298908/?modal=admin_todo_tour

12. Commitment of the Family Practice team

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

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

- 1 March 2021
- 24 May 2021
- 6 September 2021

