

The Family Practice Western College Patient Participation Group

Resume of the meeting held via Zoom 5/9/2021

Present:

Ann Hannay (AH)	
Jill White (JW) (Chair)	
Ann Nichols (AN)	
Adrian Longstaffe (AL)	
Catherine Eva (CE)	
Penny Dobson (PD) (Minutes)	
Keith Dawes (KD)	
Kathy Turner (KT) (Business Manager)	
Dr James Baker (JB) (GP)	
Nicholas Benson (NB)	

Apologies:

David Shelton	Ian Goodenough
	<u>John Plumb</u>

- 1) Apologies on the day from David Shelton. Subsequent apologies from Ian Goodenough and John Plumb.
- 2) The minutes of the last meeting 24/5/2021 and the notes from the extraordinary meeting on 5/8/2021 were agreed.
- 3) **Matters Arising/Updates: New physiotherapy service** JB reported that this service was being well used – and NB and PD said that they had contacted Sean Lewis/ Dan Griffin with good effect (both do phone and/or face to face consultations). JB confirmed that it is primarily a diagnostic service accessed via the reception team by phone or via e-consult.
- 4) **Pan PPG Forum** – JW asked whether there was anyone who would like their name to be put forward to join this Forum to represent the Practice. No one volunteered.

5) GP Report. JB reported that the Practice team have had many meetings to try to improve access issues. The number of patients coming forward has been very high so far this year, as is the case with many neighbouring practices. He thinks this is partly because people were reluctant to come forward during the lockdown periods. Also of course the Practice has been carrying out the mass vaccination programme with the same staff levels. There are currently supply issues for blood bottles and flu vaccines which will impact current plans. The Practice has set up a screen system in the reception area, to help navigators to prioritise calls and to bring more navigators in when the number of calls become high. A new system can also record waiting times on the phone, the numbers of people who are hanging up and those being asked to ring back. JB also reported that there is a good ratio of doctors to patients in the Practice; they have recently recruited one GP who starts in October and are advertising for another (one as a maternity cover and the other as a new GP).

There was a discussion about the e-consult service, which the Practice is obliged to provide by NHEngland and whether the Practice should publicise it more. JB said that it was a tricky balance – as too many e-consults can impinge upon GP time for telephone calls. Compared to 17-18 years ago, there are now 7-8 types of work streams for GPs to respond to (compared then just to a list of patients to see, plus a few phone calls and a small number of emails). The consequent risk to continuity of care is very real. However AH and KD reported that having spent time filling in the e-consult form, the response was to ask to instead telephone the Practice. **It was suggested that the E-consult service is prefaced on the website with a brief explanation of circumstances where a telephone call is more effective. Action: KT to consider.**

6) Business Manager Report

HCA – Sally Ellis has decided to go on bank staff for us

HCA - Beatrice Hunt has been recruited to replace Sally's hours

In October Dr Richard Jefferies will be joining the practice team for 6 sessions.

Care co-ordinators – 2 are leaving to go to university (1 of whom was a maternity leave cover) and 1 on maternity leave has decided to be a full time mum for the moment. We have recruited 1 more care coordinator and are looking for another part-time one.

Disappointingly at a time of high demand for appointments, the number of DNAs has increased. This is despite text message reminders and means other patients miss the opportunity of getting an appointment.

The number of appointments has increased considerably since pre pandemic levels. This is also due to the number of additional roles being offered (First Contact Physios, Social prescribers, Clinical Pharmacists, eConsults). The Family Practice also now has increased the number of GP sessions so that the number of patients per session are fewer than before and is very favourable.

7) AOB

AH asked about the volunteer programme for the Flu Vaccinations. She has volunteered but a date hasn't yet been confirmed. KT said that she has had a meeting recently with David Shelton, who is managing the volunteer programme. There may be a delay of 1-2 weeks with the current vaccination bookings, due to delays in receiving the vaccines. The Practice is liaising with our other practice clusters to see if there is a way round this. Potential volunteers will be informed of progress.

AL raised the issue of patient abuse of staff. KT said that the Practice staff do handle difficult conversations every day and there have been a couple of unpleasant incidents over the past year. Reception staff do have a button they can press to summon support and the Practice have had to send letters out to offending patients. They are considering setting up a recording system for calls and at the reception desk as evidence if needed in cases of verbal/physical abuse (the desk already has a CCTV camera). However, while not condoning threatening or abusive behaviour, she and the reception team are aware of the pressures that people are under when they have a need to contact the Practice.

JW reminded the meeting that she wishes to step down as chair, so there will be a need for succession voting at the next meeting. If you wish to be considered for the post of chair please let JW know. She will remain as a member of the PPG. CE thanked JW for her long and dedicated service to the PPG.

8) Dates of next meeting

13/12/21 (Election of Chair)

14/03/22

16/05/22

12/09/22

NB The above are the dates suggested at the PPG meeting 24/5/2021

PD 9/9/2021