

The Family Practice Western College

Patient Participation Group

Resume of the meeting held on 16.03.2022 via Zoom

Present:

John Plumb
Ann Nicholls
David Shelton (Chair)
Catherine Eva
Dr Smyk (GP)
Kelly Britton (Operations Manager)
Adrian Longstaffe
Keith Dawes

Ian Goodenough
Ann Hannay

Apologies:

Jill White
Penny Dobson
Nick Benson
Kathy Turner

1. Welcome.

DS welcomed members, Kelly Britton and Dr. Smyk to the meeting.

2. Apologies.

Apologies were received from Jill White, Penny Dobson, Nick Benson and Kathy Turner

3. Minutes of last meeting (17 January 2022)

KD asked for clarification on the aim to return to “normal sessions” by 26 January. Dr Smyk response covered under section 6 – GP Report.

Minutes were approved.

4. Matters arising.

Access to Prescriptions Hub via telephone. It was confirmed that Patients can be connected via reception or can be provided with a direct number.

It was suggested that the Prescriptions Hub and the Physiotherapy team be added to the Healthcare Team section of the website. **Action: KB**

5. Operations Manager Report

5.1 DNA – “Do Not Attend”

The most recent data is below.

NURSE DNAs

	Jan	Feb
Patient Age		
0-17	12	4
18-39	30	30
40-64	23	33
65 and over	13	9
Total	78	76

GP DNAs

	Jan	Feb
Patient Age		
0-17	10	9
18-39	22	21
40-64	15	22
65 and over	14	19
Total	61	71

It should be noted that DNAs cover non attendance for face to face and telephone appointments. It was also noted that the numbers cancelling were far lower than the DNA numbers.

IG asked if DNAs varied across the week – **KB to analyse for next meeting.**

DS suggested considering inclusion of a short comment on the introductory message for incoming telephone enquiries stating the total DNAs for previous month to emphasise that patients should cancel if unable to attend – **KB to investigate**

The introduction of a separate telephone line for cancellations was suggested to complement the cancelation facility on appointment reminder text messages – **KB to investigate.**

5.2 Staff Update

GPs: Dr Gleeson (provision of cover through pandemic) left in January and recruitment to replace is in process.

Reception: Resignations 2 X FT (both leaving for career reasons), Retirement 1 X PT – recruitment in process and interviews this week (w/c 14/3). Joiner: 1 X PT.

KB stated that the recruitment market for GPs and Receptionists and other support staff is very competitive and that the current agency for temporary reception cover is also closing.

Dr Smyk commented that there was “positive energy” in the reception team and KB commented on the strength of teamworking.

It was noted that some of the younger members are often in the education process and are likely to stay for a relatively short period.

KB stated that abuse from patients has decreased since the height of the pandemic and a revised process where complaints/problems are passed to another member of the team is working and often defuses the problem.

5.3 Volunteering via RSVP

KB stated that the volunteers running the Monday Lunch Club (formed in 1975) are unable to continue and new volunteers are being sought from end of March.

KB stated that there is currently only 1 driver available and a lack of “Befrienders” - she welcomed KD as a new “Befriender”.

It was suggested that a text to all patients and a banner on the website might yield additional volunteers

KB stated that she had over 60 volunteers to support the Vaccine Clinics – and these had been approached.

6. GP Report

COVID restrictions within the Practice: Dr Smyk made the following points:

- The application of directives and the Practice policy are reviewed at every Practice meeting
- Contraction of COVID by Practice staff prevented “opening up” of appointments etc. earlier in the year – this is a serious issue and can lead to closure if the spread is significant
- There is a desire to open up appointments for a longer period but there is a concern that this will increase DNAs
- Reduction of restrictions is leading to increased transmission of COVID – which presents an obvious risk to Patients visiting the Practice and also the GPs, Nurses and other staff
- There is a need to recognise this and balance the mix of appointments and retain remote where appropriate – relaxation of testing presents an obvious risk to those attending the Practice
- The Practice will continue to be flexible and respond as COVID conditions alter – which includes a return to restrictive protocols should a new and high-risk variant arise.

NHS Directive to extend opening hours.

This recent Directive is for GPs Practices to extend evening and weekend opening. The issue is how the Practice will cope with this.

Dr Smyk made the following points:

- The total hours of work/operation are booked and planned on a quarterly basis
- Additional opening hours are planned across Healthwest, which is the PCN group which includes Family Practice, Whiteladies, Pembroke Road and Student Health Service – this allows for flexibility and avoids the need for all 4 Practices to offer extended access at the same time
- The total hours of operation cover all activities (GP, Nurse, COVID clinics etc.) which provides for flexibility on resource deployment.
- COVID clinics will operate in Q2 – which means extended hours are likely to be planned from Q3.

7. Links with other PPG groups in the local area.

DS confirmed that our main links were with Healthwest and that JW had nurtured and developed these effective co-operative links over time. This mainly includes sharing of information and ideas.

Bristol Area PPG was discussed and it was noted that JW had reservations about the direction of this group. However, evidence from recent meetings indicates that important issues are being discussed.

It was decided that the Practice should be represented with an understanding that we would withdraw if any issues around purpose and direction arise.

JP will represent for us and report back at future meetings.

8. Organisation Structure within which the Practice operates.

In April 2022 legislation will be passed to establish Integrated Care Systems - **Healthier Together** is the Bristol, North Somerset and South Gloucestershire (BNSSG) ICS and will subsume the functions of the CCG and pursue the established and long-term policy of integrated care. The question arises as to how this will affect Patients and Practices.

Dr Smyk made the following comments:

- There is no change in the total provision of services – this is a change in structure within which they are delivered
- The policy of providing an integrated service with a patient focus is a very sound principle
- There is a concern that this could lead to some of the issues which arose when the CCG was established (e.g. cost reduction, staff reduction, focus on re-organisation etc.)
- It is not expected that Patients will notice any immediate change but if a single point of contact for GPs to access Social Care and Community Services is established that will be an important benefit.

9. AOB

KD pointed out that there were out of date Job Vacancies on the website – **KB to remove.**

The PPG unanimously thanked all the staff in the Practice for their ongoing hard work and support

Dr Smyk thanked the PPG for devoting their time and interest to the Practice.

Actions

- Prescriptions Hub and the Physiotherapy team be added to the Healthcare Team section of the website. **Action: KB**
- Variation of DNAs across the week – **KB to analyse for next meeting.**
- Consideration of inclusion of a short comment on the introductory message for incoming telephone enquiries stating the total DNAs for previous month to emphasise that patients should cancel if unable to attend – **KB to investigate**
- The introduction of a separate telephone line for cancellations was suggested to complement the cancellation facility on appointment reminder text messages – **KB to investigate.**
- KD pointed out that there were out of date Job Vacancies on the website – **KB to remove.**

Date of next meetings

6 June 2022 (note – this is not a Bank Holiday)

12 September 2022

