**Armada Family Practice**



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| TO: ALL MEMBERS OF THE PATIENT PARTICIPATION GROUP  Summary of the Patient Participation Group Meeting held at Whitchurch Health Centre  on Monday 5th September 2022.  Attendees:   |  |  |  | | --- | --- | --- | | Bob Nevett | Kim Hicks | Dr K Jones - GP Partner | | John Button | Sue Cornish | Dr I da Costa-GP Partner | | Graham Banfield | Jenny James | Julie Welch – Managing Partner | | Claire Pitchers | Tim Kent | Georgie Welch- IT |   1.Welcome and Introductions. Good to be meeting face to face again.  Apologies- Chairman Mick O Neill-Duff  JW. Standing in for Mick started the Meeting at 5pm.  2. May minutes reviewed and accepted.  Access to practice reception now fully open.  KH. Why complaints form held at reception not available on the practice website.  JW. Wish to deal with complaints face to face if possible. With the form held on reception this gives the opportunity to talk and sort issue if appropriate.  Update and general discussion regarding shortage of GPs and clinicians.  One part time GP and one Advanced Clinician leaving due to pressure of work.  Ongoing review of alternative ways to run the practice to provide best service possible  In these difficult times.  Using Locums at the moment but this is not sustainable due to the cost. Locums cost considerably more than employed GP. Locums do not complete all the paperwork and duties that a full time practice GP would.  Two nurses and two receptionist have recently been employed by the practice.  Paramedic resigned having realised skill set did not match practice job requirement.  Record of phone calls and practice overall appointments for July & August 2022 issued out to meeting participants.  IdC. Gave an overview of the GP shortage and scale of the workload with regards to the practice and as a regional issue. (10,000 GPs short) This is a national issue as shown by the media reporting across the country.  Possibly the worst situation ever known and looking to get worse. Brexit, Covid and politics have all had an impact but future political changes may be the start of positive change.  The practice are exploring Hybrid /remote consultations  SC. Observed that training numbers for a variety of reasons still not matching health professionals required.  KJ. Reiterated the point that health professionals not staying due to workload and low morale.  JW. Work pressure example - Lots of phone calls for sick notes to enable Universal Credit. General discussion/explanation on this subject.  TK. Asked for further information on calls and appointments figures.  Recent experience of approximately 40minutes to get through but does understand the situation.  General discussion on this subject.  GW. Gave overview of phone system in place with set amount of lines. Busy signal when all lines in use. Peak times 08:30 and 2pm.  TK. At last meeting pressure on clinicians thought not to be too bad.  General discussion followed regarding overall practice situation and continually changing operational requirements.  While PPG understand workload and pressure the practice is under and doing its best can this be communicated out to the patients/general public. PPG help to raise awareness by word of mouth and other communication ideas to be looked into.  GW. Looking into staff writing a brief resume to help make people aware of what the staff bring to the operation of the practice.  CP. What if a patient insists on seeing a GP not a Clinician.  IdC. Patient made aware firm rules and procedures in place and must be adhered to. No appointment if the above are not accepted.  KJ. With regard to practice GPs out on maternity leave, the rules and entitlements were explained.  GW. Made meeting aware of new booking software option.  TK. What about people who don’t use a computer or are basic users.  GW. Will not replace usual system.  SC. Not receiving texts from the practice at times.  GW. Explained alternatives to text.  JW. Autumn Covid vaccinations.  BN. Is there a combination Covid / Flu vaccine.  KJ. Not at this time.  GW. Over eighties first invite covid vaccinations Knowle West health centre.  JW. Contacting people in various ways.  Flu vaccinations Healthy 50 to 65 year old to start asap after 15th October.  Over 65's and over 2yrs old for patients with unlying health issues, Saturday 24th September and 1st October, Monday-Friday sessions will be made available.  KH. From personal experience clinics seem to run efficiently  SC. What Covid vaccine.  KJ. Moderna first use. Receive what's issued  KJ. Made the meeting aware the practice working with various agencies contributing to health care at Imperial Apartments (was Somerfield offices whitchurch lane). Through various agencies Screening, liver scans and general health support are provided to the residents.  SC. Working with foodbank could possibly inform Imperial Apartments of help available.  GB. Not aware of Imperial Apartments asked for more information.  IdC. Building adapted to help the Homeless and vulnerable people.  JW. Acupuncture clinic started today £5 charge for needles used during four week course. Patient pays deposit of £20 to commit and £15 is returned on completion of the 4week program. No funding, driven by practice as option in health care program.  Also Health and Wellbeing (Get Back to Fitness) Coaching carers needing support - Eight in a group.  GW. Digital Health Watch a Monday and Thursday in October providing support for people using online systems.  JW. E Consult working.  KH. Can the E consult system can be honed in some way to deal with non urgent enquiries i.e. sick notes or book a routine appointment for example. E Consult could be a convenient way for patients to make contact freeing up phone lines for those who need to make contact by phone.  KJ. System does not allow.  BN .Ordering through Lloyds direct does not generate a prescription.  JW To speak to senior Pharmacist to look into this.  BN Sending out letters reference Weight Watchers program to non-suitable people (quoted personal circumstance of wife with Dementia receiving this letter).  JW. Clinician should look at records when referring someone to weight watchers. The idea behind these referrals is try and stop someone becoming Diabetic.  KH. Someone who has needs is there a record of someone involved in their care.  KJ. Software populated with patients name and contact details only for sending letters.(National Software)  BN. Asked if software could be modified.  KJ. Doubtful as National Software.  KH. Appointment availability ref late or early appointments.  JW Ring on the day or book two days in advance.  KH. How to know availability of early or late appointments.  IdC. Informed at time of booking.  KH. Website PPG section "Getting to know your group"  • How to join the PPG (that is not too obvious on ‘how to join’ in my opinion, although it is there if you look hard enough) Perhaps this could be improved.  • Getting your view. It says that ‘’The group would like to contact patients on occasion’’. I am querying what that means. It appeared to me to be something that the Practice would do and not the PPG. I think that the communication/messaging was not clear as to who would be carrying this out and when and why it may happen….. i.e. is it a practice or the PPG project.    JW. Looking into this.  KH. Website "Are you a carer" no information. Fill out a form to know who is a carer.  GW. Explained main carer page.  JW. Lots of activity on this area so seems to be working but will check further.  KH. Last meeting May 2022 practice saying meeting can be very negative. PPG group not negative. People have joined to bring the views and perceptions of the patients to the table and to be of assistance to the practice function. No one has a "have a go mindset"  CP. Seemed that subjects dwelt on to long. Possibly for Practice seemed like getting beat around the head.  IdC. Virtual meeting can give different feeling /perception of discussion. Good to get back to face to face.  JW. As mentioned at previous Meetings minute taking, proposal to find permanent appointee or share minute taking amongst PPG group. PPG group to sort.  A.O.B.  GB. If any PPG member would like to join the PPG WhatsApp group, please can they email PPG member Kim Hicks their mobile number and she will add them to the group. There is no expectation for people to join, it is just ‘an additional’ way that we can communicate, with each other. between meetings.  GB. (a) Are the wellness clinics (various checks for the over 45s) still being run.  (b) What is the notification for Aortic scan for men over 65 as friends of mine over 65 did not know about this scan.  IdC. Wellness clinics still being run.  Aortic scans notifications a nationally run system.  GB. Would be helpful for all attendees to have name card in front of them to assist minute taker correctly recording their views.  JW. Thanked everyone for their attendance and input.      5. **Next Meeting –** TBA.  Julie Welch  Managing Partner  External  PPG Members  Posted Online  Internal  Armada Practice – All Staff |  |