

TO: ALL MEMBERS OF THE PATIENT PARTICIPATION GROUP

Summary of the Patient Participation Group Meeting held at Whitchurch Health Centre
on Tuesday 7th March 2023
Meeting 5pm to 6 pm

Attendees:

Mick o Neill-Duff	Kim Hicks	Julie Welch – Managing Partner
John Button	Margaret Bawdon	
Graham Banfield		
Jenny James		

1. Welcome and Introductions. Good to be meeting face to face again.

Apologies- Helen Harris, Claire Pitchers, Bob Nevitt.

2. September 2022 minutes reviewed and accepted.

KH. Noting big gap between practice referral and getting specialist appointment.

JW. Website updated with link to secondary care for relevant referral times. Practice makes referral with no follow up as time span depends on speciality.

KH. The NHS referral lists are longer than they have ever been so in some cases to ensure appointments are not lost in the system they are booking 'Dummy appointments. These are at times e.g. 11pm and 2am. The patients should not be able to see them but some can and have even had letters sent to them. This happened to KH who followed it up and obtained this information. JW unaware of this and will make practice staff aware.

General discussion followed on how system expected to work.

KH. My Plan Care NHS England KH to send queries to JW.

JW. To investigate queries as required and report back.

JB. Can more be done to make people aware of PPG.

JW. PPG information available on Facebook and Website.

JB. Is it possible to have a brief PPG information poster on practice notice board.

JW. To look into this proposal.

JJ. Happy to be at a table in reception to meet people and spread the word about the

PPG and its function.

JW. Can provide space and table when time and date arranged.

GB. Related experience with practice booked Pharmacy appointment (eye infection). Not aware of how system meant to work.

Not informed which pharmacy Lloyds or Asda. No call from any pharmacy regarding appointment time etc. Ended up at Asda 10pm and met with pharmacy staff member who appeared confused when I mentioned booked appointment under pharmacy support scheme. Female voice sounded from behind PC screen "Its that lot over there (Surgery) passing on their work to us). Dealing with staff member I was eventually issued with drops. I had to pay for drops although I made aware I do not pay for subscriptions.

While the amount was not a great issue to me it could be to others on limited means in these difficult financial times.

JW. Explained to the meeting Pharmacies paid for each consultation and how system should work. Whitchurch practice were part of the pilot scheme. JW to take up item with Avon LBC to ensure pharmacy aware of scheme details and operation.

MND for Jenny Hennessey. Could number of staff available + number of phone calls received to see/talk to patients be available each week on the website and in the message prior to speaking to receptionist so patients realise the difficulties.

JW. Very difficult to manage and maintain meaningful data.

MND for Bob Nevett. How do patients who use Lloyds direct online get copies of the prescription with the medical data and any administration on paper prescriptions?

JW. Unable to meaningfully answer this as not used this system.

KH. Gave examples of how quick appointments go quoting experiences of friends.

JW. Can have five to seven staff handling calls and two or three on the reception desk at the same time. Will look into various situations as raised by KH.

JB. Asked about patient booking appointments on line.

JW. Not used now due to booking abuse. (i.e. Booking two or three appointments to give themselves choice of one required resulting in two wasted slots)

JW. Text sent out to patients with particular conditions requiring annual reviews to enable appointments to be made.

JW. Can track Care Navigation (call number, time etc) Receptionist now called Care Navigators working to set procedures (Navigation Protocols)

KH. Suggested a small video explaining various practice procedures and PPG. Possibly on Facebook or practice public screens.

JW. Possible to make information video but screens not working at the moment awaiting repair. Parts in the office but awaiting engineer to fit. Difficulty getting engineer. Hopefully in the next couple of weeks.

MnD for Helen Harris. Hearing patients personal details at reception desk.(Examples quoted)

JW. Doing the best they can to make the area as private as possible (sign to maintain a reasonable distance of queuing patients from desk etc) Option available for patient to write down details for staff member dealing with them.

Very difficult to do more as this would involve major works and involvement of building owners.

JW. Staffing update. Less three GPs Charlotte Foley, Lucy Pope, Sarah Parsons (Various reasons but work/life balance an important consideration)

New start Dr Philip Sajik. Dr Frawley joining managing partners.

Some new care Navigators have left due to abuse from callers.(General discussion on results of abuse on staff)

Specific paperwork outsourced as no inhouse resource to deal with the volume. Data protection officer has checked and passed the data handling procedures in place for this.

Record of phone calls and practice overall appointments for February 2023 issued out to meeting participants. 5819 patient phone calls. 6963 appointments offered across the clinical team.

A.O.B.

KH. Toasty Tuesday is this still running?

JW. No due to lack of support.

KH. Help run the Whitchurch and Hengrove community group can they display a poster in the practice reception area to help make people aware of its existence.

Working with churches etc. Possible helping people to get to the surgery in the pipeline. Hosting local forums in St Augustines Church. Working on various projects i.e. Extra five Defibrillators around our area.

JW. Suitable poster can be displayed as requested.

MB. How is practice coping with all new housing projects in the area.

JW. Not coping at the moment as the practice has to apply to NHS England for permission to refuse more patients. Ongoing.

GB. This was a subject the practice actively chased with the council and various groups before the pandemic without ever getting a satisfactory answer regarding infrastructure plans associated with the new developments.

KH. Item following meeting. Noted Care Navigation System located in further information section at the bottom of the website. Would it be possible to include this information in the web site main body ideally on the first screen. This could be a great help in making people aware of and to understand major changes made to help practice function.

KH. How many confirmed PPG members?

MND. 26 on the list confirmed by recent poll.

KH. On receipt of these minutes can PPG members contact KIM Hicks if they would like to be added to the PPG WhatsApp group. This group for PPG members only to share information as required.

5. **Next Meeting** – 5th June 2023. 5pm to 6pm