

PPG Minutes – hybrid meeting March 16th 2023, AGM

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1) **Chairman's welcome** – Mick welcomed everyone and thanked us for convening at such short notice. The AGM scheduled for last week, March 9th, was called off because of snow.

A special welcome to David Jefferson, a member of the public who tonight was representing the whole of Loughborough.

- 2) **Those present** – Mick Gregory (Chair) Carole Jefferson (Secretary) Anne Lockley, Audrey Philbrook, David Jefferson, David Meredith, Elizabeth Sharpe, Emilene Zitkus, Helen Davison, Ian Farnfield, John Skelton, Peter Lewis, Sandra Mould, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group (Practice))

Brilliant turnout, thank you for coming.

Apologies received

Bhasker, Shirley, John Skelton may be able to attend when he has finished work.

- 3) **Approval of minutes of March 10th 2022 and matters arising**

- a) The minutes were approved
- b) Matters arising – to look at pre-bookable appointments.

- 4) **Visiting Speaker – Paul Hanlon**

- a) Following up on discussions in this group and feedback from patients about appointments.
- b) Paul and the team did an audit in January on the type and number (1218) of appointments offered during a random week.
- c) Paul planned to share with the group the proposals put forward by the Partners. However, during this week, the new GP contract came out, which changes what GPs may be able to offer.
- d) Paul gave a presentation on appointments. Demand is high for various reasons and capacity is lower, because of e.g. Staff sickness, higher level staff retiring. The demand is higher than the BMA and CQC broadly acceptable levels judged to be safe working
- e) Problems in our system
 - i) Follow up appointments' procedure has now been changed

- ii) The phone system is too good at offering appointments within a short space of time, causing frustration to patients. The reasons why will be explained on the telephone message
- f) The complex data analysis from the audit in January was explained – number and type of appointment.
- g) The GPs worked up and proposed a plan which allowed for bookable on the day, advanced appointment and follow up appointments. The demand would have remained.
- h) The new GP contract came *this week* from NHS England and GPs are *now* looking at how and what they can deliver; more details are needed.
- i) Q&A and discussion
 - i) The group expressed their sympathies for the Practice as they are trying to satisfy their wish to provide a better service to patients against changing contractual demands
 - ii) Comment - A number of new hospitals have a GP practice attached. This arrangement might improve liaison between Primary and Secondary care
 - iii) Comment – Its complicated as patients don't want to be shuttled between GP and Hospital
 - iv) Comment – a clear brief is needed for what we want general Practice to do.
 - v) Comment – GPs tend to be the gatekeeper for hospital services,
 - vi) Q – initial triage - might that advise a patient to go to a pharmacist, nurse? We used to have Frank, who carried out telephone triage.
 - A – triage can't be carried out by a nurse unless protocols were worked out very carefully as there is a level of risk unless a GP checks afterwards
 - vii) Q – Could be a problem for some patents to travel to a hospital, patients may also have limited IT skills
 - A – while there is the option for computer access, *and* telephone, all patients should be able to access services
 - viii) Comment – we need to take note and await further details. Demand outstrips capacity and has done for some time.
 - ix) Comment – we need patients to be aware of the impact on the doctors. Mick will write to the Practice to say how much we value the work that they have done, particularly just now on improving the patient experience and we recognize the challenges presented by the new GP contract . Paul will take a verbal message back.
 - x) Comment – at some future time we may write to the Sec of State for Health. Everyone is working as hard as they can but are unable to deliver the service they would like.

- xi) Many thanks Paul, for sharing this news, please keep us updated.
- xii) GP Contract on agenda

5) Chairman's Annual Report

- a) Shared at the last meeting - points raised
 - i) Thanks to everyone for their involvement and enthusiasm over the year
 - ii) Thanks to past members, who wish to be kept informed.
 - iii) Nice to welcome new members, Audrey, John, Sandra.
 - iv) Covid pandemic still having an effect, such as in mask wearing
 - v) The media have been very critical, ill-informed and unhelpful. The patient survey will provide considered feedback.
 - vi) It is disappointing to hear criticism in wider meetings and little attempt at real patient involvement.

vii) PCNs are embedded

viii) Reflections on us as a group –

(1) Good attendance

(2) Positive approach

(3) Great relationship with the Practice which supports two-way communication

(4) Help at flu vaccination clinics

(5) Project work – 'Bereavement support' circulated and well received. Thanks to those involved

(6) Thanks to the Management Team Paul Carole, Mick, John K, Bhasker

(7) The coming year - we need to review past projects. Is there one big thing that we could do to improve Patient Experience?

(8) Thanks to Carole (Secretary) – good working relationship

(9) Thanks so much to Paul, can't imagine what the group would be like without his presence at meetings and support. Especially at this time, trying to maintain a safe clinical Practice. A lot of PPGs struggle

6) Practice and Federation News

a) Thanks from the Practice to all of us. Its helpful to have a critical friend that will raise points in a kind and calm way. The feedback from PPG meetings informs our discussions

b) Congratulations on having a well-run group!

c) Looking forward

i) Keeping general practice running well will be a challenge but we will look after each other and achieve that

ii) We will keep a focus on continuing to develop:-

1. The appointments system. We will make it as good as we can

2. We want to focus on the annual review system for our chronically ill patients, streamlining the system and following up on those who need additional help

3. We need to transition away from our Senior Partner, who is still with us and we should reduce our reliance on him. We have set our priorities and we are all on board

4. Managing ECGs

5. Recalling young adults reaching their 16th birthday who haven't been immunized, to check back with them to make sure that they agree with their parents' decision

6. Managing HRT requests and thrush requests in a more streamlined way

7. Improve anti-depressant management

8. improve medication procedures for new patients

9. Better involvement of pharmacists in medication reviews

10. Letters –need to make sure we are managing them in the right way. we've made huge strides, in involving pharmacists following hospital discharge

11. Lots that we can focus on!

iii) Thanks Paul, its easy to forget to be proactive when under pressure

7) Consideration of the Constitution version iv, March 2019

a) Reviewed each year at the AGM

b) No changes proposed, all in favour of the constitution as it stands

8) AOB

a) None

9) Election of the Management team

- i) Arrangements were agreed at the February 9th meeting
- ii) Appointment of Chair, Vice Chair and Secretary for 2023. Paul assumed the Chair, as Returning Officer
- iii) No need for an election.
 - (1) Mick was elected Chair *nem con*, proposed by Helen, Peter, Ian, Bhasker
 - (2) Carole was elected Secretary *nem con*, proposed by Helen, Peter, Ian, Audrey and Bhasker. Congratulations!!!
 - (3) Vice Chair – Helen proposed by Carole and Mick
- iv) The chair handed back to Mick, who thanked us for our confidence in him. It is a privilege to be involved.
- v) Next meeting April 13th – we need to elect a fourth member of the Management team, currently Bhasker
- vi) Election procedures for the fourth member
 - (1) All nominations and names of seconds must be sent to the Secretary, Carole carole@djassoc.f9.co.uk by the latest **5pm on Thursday March 30th 2023**
 - (2) If more than one nomination is received, an email will be sent to all members of the group identifying the names of nominees. All members are then asked to vote for their preferred choice. This should be done by emailing the Secretary (Carole as above) by **5pm on 6th April 2023**. This will enable us to have an outcome ahead of April's meeting on April 13th.

10) Thanks to everyone for attending, see you on April 16th

11) The meeting finished at 18.24

12) Minutes agreed and signed as correct..... (Chair) Date.....