

PPG Minutes – *Hybrid* meeting

9th June 2022

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

On behalf of the group, John extended heartiest congratulations to Mick on his recent accolade, the award of the British Empire Medal in the Queens Jubilee Birthday Honours. Many congratulations Mick on this exceptional achievement, just recognition for several decades of hard work in the NHS especially this group. Slightly stunned, Mick thanked John and the group for this tribute. If you want to read the story at the CCG, follow this link; <https://www.leicestercityccg.nhs.uk/news/ccg-news/local-nhs-pays-tribute-to-chair-of-local-patient-group-for-jubilee-honours-award/>

1) **Chairman's welcome** – Mick welcomed us to the meeting.

2) **Visiting Speaker**

Marie, First Contact Physiotherapist for our PCN, our visiting Speaker, was unable to attend. Paul will contact her to see if she can reschedule.

3) **Those present** – Mick Gregory (Chairman) John Kershaw (Vice Chairman), Bhasker Khatri, (Management Team) Carole Jefferson (Secretary) Anne Lockley, David Meredith, Helen Davison, Ian Farnfield, Peter Lewis, Shirley Siriwardena, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group (Practice).

4) **Apologies received**

Emilene Zitkus, Elizabeth Sharpe,

5) **Approval of minutes of May 12th 2022 and matters arising**

The minutes were accepted.

a) matters arising

- i) Saturday clinics are held at Rosebery, for patients in Beacon and Carillon PCNs.
- ii) Coordinated by the Federation.
- iii) The main waiting room will be used.
- iv) Monthly there will be a clinic at Forest House Shepshed.
- v) There will be extra opening hours from October when the GP contract changes.
- vi) Accessing clinic appointments has yet to be finalized but will probably be via 111.
- vii) CCMG *may* still be able to offer early morning appointments. The partners are considering the possibility within the new contract.

6) Practice and Federation update

- a) The Practice is still busier than ever before. Demand is high.
- b) New phone system. Phone lines are going in next week, the new system in place w/c July 4th 2022.
 - i) Same number.
 - ii) Plan not to change too much, just to improve the functionality.
 - iii) Staff training will be given.
- c) Follow up appointments. Drs Hall and Dempsey are looking how to manage them.
- d) Progress with the Infants school
 - i) Refurbishment work will be starting on 11 July. Should take about six weeks.
- e) Telephone triage
 - i) Looking at removing this step for patients who *know* that they need to see someone. Patients have shown over the past couple of years that they are usually right.
- f) Mask wearing. Staff are relieved of this requirement. Patients will still be asked to wear a mask.
- g) Q – could patients be made aware that the reception team is permitted only to speak to the patient, not their partner, unless permission to do so has been arranged with the Practice. Also, could the team explain clearly who they are please when they phone patients? There are so many scams that it may be that the call is not answered.
- h) A – we will always make a note of permission to talk to a partner. Paul will make colleagues aware.
- i) A – the new phone system will display the phone number. There have been operational and security reasons why the number has been withheld in the past.
- j) Q (moved up from AOB) Having done e.g. blood pressure monitoring at home and sent the readings in, it would be nice to get a message back to say that all is well. Are we supposed to phone and ask?
A – routinely feedback hasn't been provided but Paul has asked that the clinicians should make it clear that if the patient doesn't hear back, then they can assume that all is well.

Q – if I send my readings in by email, I don't know if the data has arrived
A – Paul will ask if there could be some confirmation that the results have been seen by the right person. Suggestion, is there an acknowledgement on patients' emails to say that contact has been?
A – following an annual review, the invitation letter says that patients shouldn't worry if they don't hear anything

- k) A – the Practice can't message back to all patients for everything but these circumstances seem to qualify
- l) Q -There are many PCN colleagues working across several Practices. It would be helpful to agree protocols to be used as different practices have different requirements, which can be confusing for PCN colleagues.
- m) Q – Results coming back to the patient – what if the letters get lost?
- n) A – we would always persist in communication by whatever means are possible.
There are checks in place to make sure that patients have got the message

7) Communication

No one can remember why this item is on the agenda.... Moving on....

8) Project Updates

a) Patient survey

- i) Progress is being made but some loose ends to sort out
- ii) It will be difficult to meet over the summer as members are busy or away
- iii) Q – delivering the questionnaire – how do people feel about approaching sick people when they come in?
- iv) A – we need to have a debate about this – no one easy way
- v) A – some interesting information can be gleaned by a face-to-face chat
- vi) A – can use our judgement about whether patients look as though they need to be left alone
- vii) A – could be plugged at a vaccination clinic?
- viii) A- might complete it at home and post or drop in
- ix) Thanks to the team who are working on this

b) Bereavement support

- i) Good meeting
- ii) There is a lot to the project as there are lots of sources of information and helpful contacts
- iii) Narrowed down to a number of sections
 - (1) General preparation and unexpected death
 - a useful information sheet has been produced that everyone could complete to inform successors where relevant information is to be found
 - (2) Expected death
 - (3) Post death – what to and at what time and the grieving process
 - (4) Bereavement involving children (death of a child, a parent/grandparent/sibling)

We decided not to work on violent death and suicide for the purposes of this project

- iv) Next meeting of the group - 23rd June 2022

9) Socially distanced Social July 14th?

- a) This is actually the Christmas get together from 2020. Mick still has the sausage rolls; Paul has eaten the mince pies.

- b) Some members of the group will be on holiday or isolating
- c) We had a socially distanced hybrid Social last Christmas when half the group watched the other half quaffing prosecco. It was very pleasant. There was discussion about a suitable venue for a face to face meeting. The infants' school will be undergoing refurbishment so can't be used.
- d) If we could get together, we could launch the survey
- e) Helen offered to hold a get together in her garden. Very generous Helen, thank you. Although it would mean that it wouldn't be practical for 'remote' members to join in. (Some attend remotely because they prefer not to wear a mask for a full meeting).
- f) It was agreed that we would try to do something in Autumn when the world will be a safer place.

10) Meetings attended

- a) Charnwood PPG Forum – minutes have been circulated.

11) Next meeting July 14th 2022

- a) Paul will ask Marie if she can attend
- b) Nothing at all on the agenda so far apart from the usual standing items.
- c) If Marie can't attend and there is still nothing on the agenda, we could ping round any urgent updates and cancel that July meeting. *Agreed.*
- d) In which case, the next meeting will be September 8th
- e) Watch this space

12) AOB

- a) Mick mentioned that he had been talking to someone from the CCG Comms team, who is amazed at the work that our PPG actually does – topics covered, benefits to patients and the support we get from the Practice. Thanks to all Colleagues local to us do not get support from their Practices
- b) Meeting of the Charnwood Forum on Wednesday 15th June, - visiting Speaker Andy Williams. CEO of the Integrated Care Scheme (formerly CCG) . If you want to ask a question and are unable to attend, please send the question to Carole. This meeting is a great opportunity to get the ear of the chap at the top.
- c) One colleague hopes that the Charnwood Forum meetings can at some stage be hybrid ones

The meeting finished at 18.04.. Giving Paul time to change into his jeans and set off to Download where his pals have already put the tents up and got the drinks in...It will be exhausting for him. Thanks to everyone for attending

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