

PPG Minutes – hybrid meeting

11th May 2023

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

- 1) **Chairman's welcome** – Mick welcomed us to the meeting, in particular, Kevin Astbury from the NHS Blood and Transplant service.
Mick announced that following the recent elections for the management team, Bhasker has been elected to serve for another year. Thank you Bhasker for putting yourself forward and to everyone who participated in the process.

News of Helen – she was admitted to LRI two months ago with a very serious infection and was put on a regime of massive doses of antibiotics. Carole sent an ecard from the group. She thanks us all for our good wishes. We can supply her phone number if anyone wishes to send a text or email. All best wishes to Helen, Martin and her sons. When there is further news, Carole will ping round.

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

Apologies received

Helen, Nic

- 3) **Approval of minutes of February 9th 2023 and March 16th 2023 and matters arising**
 - a) The minutes for March are for consideration at the next AGM, March 2024, but have been sent while you still have some memory of the meeting! No glaring issues were raised.
 - b) The minutes of February 9th 2023 were approved
 - c) Matters arising

(1) Bereavement project - Mick has sent the information to the Loughborough Churches Partnership

4) **Visiting Speaker – Kevin Astley – Personal Experiences of Organ Donation**

- a) Keith gave a very personal account, very bravely, we thought, of losing his daughter, Pippa, in 2018.
- b) She suffered a catastrophic bleed on the brain, was taken to hospital, where doctors worked to save her. She was transferred by air ambulance to another hospital and despite best efforts, Pippa passed away.

- c) Keith and the family was shocked and reeling from the experience. They were asked if they had considered organ donation. They hadn't, but Pippa had expressed a wish to donate. With that information, Keith and his family agreed and so the necessary 'harvesting' was carried out.
- d) Pippa's organs and her corneas were donated.
- e) Some time later, the family received notification that one of the recipients, H, had written to them c/o the NHS transplant team, wishing to thank them. She was in a very poor state and a double lung transplant would be needed to restore her health. She realized that emotions in Pippa's family would be very raw, but wanted to express her thanks to Pippa for giving her the gift of life, if at all possible.
- f) The letter was passed on, with permission. Since then, they have been in regular contact.
- g) The family and H kept in touch and at a memorial service, they met in person.. H has gone from strength to strength and her children have been blessed with their mother's survival.
- h) All of Pippa's organs and corneas were donated. The corneas have given someone else the gift of sight.
- i) Kevin has become an ambassador for the NHS Blood and Transplant team and visits groups to promote the practice of having a discussion with our loved ones, so that in a worst case such as this, sick people can be helped to live. The law has changed regarding organ donation, but the deceased family may still override any person's wish to donate. A conversation with family could ensure that valuable, life altering organs can be saved.
- j) There was a discussion about carrying NHS Organ donation cards and signing up on government websites. It was agreed that we should provide a link in our Bereavement Support pack
- k) Many thanks to Kevin for such a thoughtful and very personal insight into the process.
- l) Thanks to Ian for organizing this event.

5) Practice News –

- a) **Covid Precautions** - The practice has reviewed our risk assessments and is no longer asking patients to wear masks in the surgeries routinely. There may be occasions when a clinician asks a patient to wear a mask during a consultation but this will depend on the patient presentation. The plan had been to keep the barrier screens on the front desk at Rosebery but unfortunately a patient threw one at Paul and a receptionist earlier today so this is now being reviewed.
- b) **Online Record Access** - There are three levels that patient can request when asking for online access. Summary Care Record Access which allows them to view

the information held on their summary care record e.g. medications and allergies. Detailed Coded Record Access which allows patient to view all of the readcodes that have been added in to their record (this includes results). Full record Access which allows full access to their record from the time that a patient requests it going forwards, this includes all letters and freetext entries made by clinicians into their record. Patients can request online access via their SystemOne account. The practice currently has 6085 patients with access to online services, of those 2965 have access to their summary care record, 312 to their detailed coded record and 147 to their full medical record.

- c) **Friends and Family Test and Helen Poster Idea** - Paul let the meeting know that the friends and family test has been added back on to the practice website following its suspension during covid. Following the reorganisation of the appointments system the plan will be to send the friends and family test out to patients automatically after a consultation with the practice but this is not possible with the current appointments setup due to configuration issues. Helen had also suggested that it might be nice to collect positive comments from patients for the staff and while the Management Team didn't feel that a poster would be the way to go it has been configured as an extra question on the friends and family test. Thank you Helen.
- d) **Annual Complaints Review** - The review of 2022 formal complaints has been completed. This is a review of formal written complaints as opposed to those resolved verbally within 24 hours. The review showed that there were 7 formal complaints in 2022 which was down from 14 in 2021. Of those 5 were clinical, 1 was organisational and 1 was attitudinal. 1 clinical complaint was upheld and 2 were partially upheld. The organisational complaint was not upheld and the attitudinal complaint was partially upheld. There were no patterns or trends in the complaints and it was the lowest number since 2013. Paul also updated that he felt the number of informal complaints has definitely risen during that time and that these were mainly around the availability of appointments.
- e) **Appointments System Update** - Paul updated the meeting on the current thinking around the appointments system following his last update at the AGM. The practice has now analysed the GP contract changes and is looking at how the system needs to change to fit this. It is likely that this will involve a limit on the number of patients seen with on the day problems before signposting to other services. This will allow the practice to open up the appointment book for advance booking for all other problems. As part of this the practice can also look at the best way to implement an online consulting platform. Whilst provision for on the day problems will be less it would stop the 8am scramble for appointments that takes place currently. Paul agreed to update the meeting regularly as this develops.

Ian asked if the website is working properly for online access requests and Paul agreed that he would check all of the settings.

The group asked if there was a link to organ donation on the practice website and Paul agreed that he would check and add on if not.

Bhasker asked about how letters from hospitals are processed in terms of medication changes and the expected times for this. Paul answered that the pharmacy team always try

and do these as quickly as possible on receipt. Bhasker and Paul agreed to catch up outside the meeting to discuss a specific case.

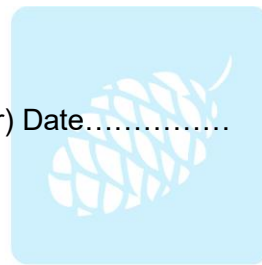
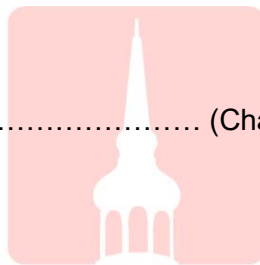
6) **Date of next meeting** – June 15th 2023, at Rosebery in the meeting room and on line

Please email agenda items to Mick nearer the time

7) **AOB** – The Practice is hosting a group of medical students and Paul is looking for a volunteer to meet them. Some colleagues have already signed up.

8) The meeting finished at 18 36

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



CHARNWOOD
COMMUNITY MEDICAL GROUP

