

PPG Minutes – hybrid meeting

12th October 2023

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

- 1) **Chairman's welcome** – Helen Davison (Vice Chair) welcomed us to the meeting in Mick's absence – he will be enjoying a small chotapeg on his balcony somewhere in the Med right now! Helen mentioned a recent bereavement, a member's partner passed away last week. We have sent cards with our condolences and hope that the next few days pass as peacefully as can be expected under the circumstances.
- 2) **Those present** – Helen Davison (Vice Chair) Bhasker Khatri (Management Team) Carole Jefferson (Secretary), Ian Farnfield, Peter Lewis, Shirley Siriwardena, Paul Hanlon (Business Partner and SIRO, Charnwood Community Medical Group Practice).
- 3) **Apologies received**
Anne Lockley, Audrey Philbrook, Emilene Zitkus, John Skelton, Mick Gregory (Chair) Sandra Mould.
- 4) **Approval of minutes of 7th September 2023 and matters arising**
 - a) The minutes were approved. A Couple of points were noted.
 - i) Para 5a – should read 'The temperature' seems to have come down
 - ii) AOB para 11 –To note - the instances of hospitals not corresponding with GPs, when patients are discharged, is not unique to us. Television reports from Newcastle and Nottingham show there to be problems with letters going missing, over a long period of time
 - iii) Speakers
 - (1) Nic has given us the name of a Tracy Ward at the County Council, who can speak to us. Mick will get in touch with her
 - (2) Ian suggested Dr Singh. Paul has approached Dr Singh and he is willing to talk to us. When the dates are finalized, Dr Singh will agree when to join us. He is ruminating on his memoirs as we speak.

Matters arising

- b) Mick has a couple of action points around the survey (Nic) and a guest speaker (Ian). Mick will address these before the next meeting
-
- 5) **Practice News** – Paul addressed points from the PPG survey which was carried out at the flu vaccination session on 23rd September 2023, as well as Practice news.
 - a) A lot of useful and interesting information. Three useful things that we need to change:

- i) We need to alter the 8am to 9am message to inform patients that we will still be completing a form on their behalf after 9am as this does not seem to be being picked up in the current message.
- ii) Timescale for follow up appointments. The message says that the appointment could be up to six weeks, in reality patients are seen earlier, could even be an appointment the same day. However we don't want to set an unrealistic expectation. Technical adjustment needed - Paul
- iii) We need to make sure that patients actually get the confirmation message. Some people were saying that they hadn't had an acknowledgement, they felt that they had completed a form and then it disappeared into the cloud. Easy to fix - Paul
- iv) Paul - We can work on those
- v) Comment – the messages are quite long and wordy. Could we preface them all by saying something like 'we are going to give you five options. If none of these is appropriate please stay on the line and you will be put through to a receptionist'. Yes, we can look at this
- vi) Q - If a doctor tells you that they want to see you next week, can a person go to reception and be booked in straight way?
A – The doctor should be able to capture the appointment straight away. The need for a follow up appointment would go into our list. We are tracking everyone now.
- vii) Some people hadn't realized that the system had changed and carrying out the survey gave us an opportunity to explain the system to them. There were positive as well as negative responses to the system as explained/experienced.

b) Update on the appointments system

- i) It's getting to be a real test now. Fascinating to see how it's going. We are starting to hit winter with the anticipated impact – mostly respiratory problems. We are getting a lot more acute problems and also a lot more online forms. Demand is ramping up. Numbers are starting to escalate but the brilliant thing is that the surgery can see the pressure start to build. In the past we haven't been able to do so. Pressure on the system is increasing and we need to see how it works through the winter. Will keep us posted. What happens is that there are a lot more things that need to be dealt with quicker and we need to ensure that acute demand doesn't impact on more general GP appointments that have been given a longer timescale. Because we can see it so clearly.
- ii) Infection prevention control team in Leicestershire has issued guidance that face mask wearing in medical areas and reception, needs to be implemented. From tomorrow, Friday 13th October 2023 we shall be asking patients to wear a mask if they can. The clinical and reception teams will be wearing masks again. The pharmacy will have been given the same advice. We think it will be difficult as masks are not required elsewhere, this is a different environment from the supermarket. Information will be around. We'll see how it goes.

iii) Flu vaccinations going really well.

Shingles and pneumonia vaccinations are offered, we have clinics and invite patients in when they become eligible.

iv) Change to the annual review system from 1st April 2024. Work is being carried out behind the scenes to make sure that the reviews go ahead as they should.

v) Changes to the internal management structure, partly because of the changes to the appointments system, but also as a response to how complex General practice has become. We need to change the way we work.

vi) Q – Update on surgeries and CoVid vaccination?

A – Central NHS booking service will give a choice on where to go. There will be vaccination through general practice, usually later than the national roll out. Our first consignment has been delivered today, care homes and Housebound will be vaccinated first. Forest House surgery in Shepshed is one Practice in our PCN that is offering CoVid vaccination. Their doctors have worked three weekends to offer vaccinations.

6) Flu campaign and survey feedback

a) The combined feedback was sent round prior to this meeting

b) Three of us were there, talking to patients, on the way in for their flu jabs. Mick, Helen and Carole wrote reports on what patients had said to them when approached. The document that was produced was an amalgamation of what patients had said, including *some* analysis.

c) The survey was conducted on the mass vaccination day 23rd September 2023, 350 vaccinations given.

d) People were quite happy to talk

e) Comments – Having used the new system I am very impressed at how it is working, you have done a good job, thank you. It is possible to complete a request on line only during *core hours*. It would be useful to state what the core hours are

f) Comment – Can it be available over the weekend

A – Core hours, easy to explain. We have discussed before about the ability to send in emails outside surgery hours and we are reluctant to set that up. We do find that some concerns need quick action and need to be dealt with sooner at an emergency treatment facility than the surgery would get to them. That worries us. Then there is the drunk avalanche at 03.00 on a Sunday.... It would be very valuable for responsible users.

g) Comment - Excellent work with the survey. It conveys well a number of different views.

I agree with the comment made in the document about allowing people to complete the form at any time (out of surgery hours) and I think that in the website under the "Non-Emergency GP Appointments and Medical Problems" there should be a

highlight where the link is (currently it is only the clicking here, which is not much).
Maybe a button taking one to the form - that could make it more evident.

Another suggestion would be to work on the feedback. After completing the form, it would be good to know how long it could take. I haven't used the form yet, so I do not know what is the message in the end.

Paul understands about buttons

- h) Comment – one or two people thought they had to log in to System Online to complete the form and got very confused. Can it be made clearer?

A – there are lots of different places, which you would see before you log in

- i) Comment – some people arrived at the surgery and were told to go home and complete an online form. Maybe they should be told that the reception staff could complete the form for them.

A – Staff are trying to persuade people to do it online if they can, but they need to be aware of patients who can't complete online forms. We are trying to get some tablets (the iPad variety, not drugs... too big to swallow!) so that they can complete the form on the desk

7) Meeting attended?

- a) Nothing relevant to us today!

- 8) **Date of next meeting** -November 16th 2023. Carole will try to bring a list of next year's dates

- 9) **AOB** – none notified

- 10) The meeting finished at 18. 05. Many thanks to everyone for attending. Thank you, Helen you did a marvellous job in the Chair,

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

Encs:

Proposed dates for 2024

Replies to the survey