

Westlands Patient Group Meeting Minutes

Date of Meeting	Wednesday, September 9 th 2020
Start Time	1600 hours
End Time	1730 hours
Venue	Zoom call
Attendees	Sue Martin (SM, Chair), Geraldine Smith (GS, minutes' taker), Ann Waudby (AW), Lucie Oakey (LO), EmmaClaire Isherwood (EI), Elizabeth Howkins (EH), Diane Moore (DM ,Operations Manager) Debbie Langley (DL, Compliance Officer)
Apologies	Robert Bloomfield

Item for discussion		Notes/Action agreed
Welcome, apologies and introductions	SM/DM	Sue welcomed everyone to the zoom meeting and asked for apologies.
Matters arising from February 2020 minutes Update re social prescribers July zoom meeting	SM/DM	<p>3 now in post. Two, Marie and Jenny, alternatively work from Westlands one day per month. They contacted patients who were shielding during lockdown. Diane considered that they are used more now, with multiple routes of referral for their services.</p> <p>Diane confirmed that a patient with an express wish to change GP and POD can do so via the web site, when requesting a routine appointment. Two members of the PPG have not received texts about their allocated POD. Another member asked about appointments for those who do not use the internet/ do not know their POD. Diane confirmed that the individual will be allocated to the Pink POD as a temporary measure and the right POD will pick up the request.</p> <p>Sue asked the PPG members present if they were happy for their email addresses to be visible to all the group. All agreed.</p>
Practice news		
Staff update	DM	New research nurse, Babs, appointed who will work primarily with Dr. Castle. Zero hours contract for GP holiday cover advertised. Arrangements in place to provide support and training for several of the Practice Nurses who will take on the diabetes care previously undertaken by Carole, who leaves next week.
Update on POD appointment system	DM/ DL	<p>Diane reported that “ it is working for the majority but some patients hate it”.</p> <p>Debbie explained that, due to Covid-19, this new way of working was introduced rapidly without the opportunity to trial it. Hence, it is acknowledged that there is still much to learn. Debbie has just started a quality improvement process whereby she is working with different designations of staff to review the POD system. Elizabeth asserted the need for PPG involvement at this early stage. She fed back comments she received from a small sample of patients she met during social interactions. These indicated that there are still issues to be dealt with. However, Diane felt that it was important for some of the fundamental issues, such as communication, to be resolved before this happened. Sue offered the assistance of the PPG in the review process.</p>

Patient impact, post lockdown	EH	<p>Debbie directed us to the section 'News' on the web site, where the POD system is further explained.</p> <p>Elizabeth confirmed that those with whom she spoke with smart phones/internet access, preferred a FaceTime call with the health care professional (HCP). For those without, some patients have had long waits on the phone trying to get through to Westlands.</p> <p>Sue asked what happens to those who turn up at Westlands without an appointment. Debbie and Diane assured the group that the individual would not be turned away, before someone from Westlands had intervened. There is now a buzzer which would be answered by the concierge.</p>
Patient feedback/complaints received by Westlands	DM	<p>One incident involved a patient who refused to wear a face covering in the building. A follow up phone call resolved the issue. Westlands has a protocol for patients who are unable or won't wear a face covering.</p> <p>A patient had a cervical smear taken, without the proper checks being carried out. This incident was investigated fully and fortunately, the patient did not require a repeat smear test.</p>
Other Items		
Organisation of flu clinics	DM	<p>The organisation of Westlands' flu campaign is being driven by an NHS protocol (Diane showed us part of this chart). 150 patients per session will be given the vaccine over a period from September 19th to October 31st. Appointments for those over 65 are bookable on line. For those under 65, children and those who are shielding have to ring Westlands for an appointment. There are some difficulties with the online booking system, in that confirmatory emails are not always received. Thereby leaving patients unsure whether they have a flu vaccination appointment. Diane confirmed that in some instances, these emails are being diverted to the spam box.</p>
Review of systems for booking an appointment with a health care professional.	GIS	As above.
Booking a blood test	GIS	<p>GIS asked whether it would be possible to book a blood test on line, given the advantages to both the patient and Westlands staff. Diane explained that it is not possible, as some misuse the system and use it for booking an appointment with another HCP and fewer appointments are available, due to COVID-19 restrictions, which need to be kept free.</p>
AOB	SM	<p>Elizabeth asked if the home page of the web site could be made more inviting by removing the 'DO NOT ENTER' sign. This was agreed.</p> <p>Geraldine commented that the recorded message on Westlands' phone lines is off putting. Diane confirmed that Dr. Bennett is in the process of re-recording this message.</p> <p>Sue drew our attention to the revised way of accessing the A&E</p>

		<p>Unit at QAH, for those non ambulance patients. The individual or carer has to ring 111 to book an appointment.</p> <p>Geraldine questioned whether there were too many leaflets outside Westlands, thereby detracting from the main messages. Diane thought that there were only 3 important leaflets.</p> <p>Sue asked for a separate meeting whereby the PPG could assist with Debbie's review process.</p>
Date & time of next zoom meeting	SM,DM	Wednesday, November 4 th at 4pm
		Post script note. Diane has sent the link for this already.