

**Meeting Date: July 21st 2022**

**Meeting Type: Patient Participation Group**

|  |  |  |
| --- | --- | --- |
| **Item**  | **Notes** | **Action**  |
| 1 Apologies  | Apologies above.SP welcomed everyone to the meeting and thanked members for coming. |  |
| 2 Ongoing impact of pandemic – appointment waiting times | Local councillor had highlighted in the Brinsley Newsletter, residents struggle to get face to face GP appointments.National problem of more demand than capacity, EPCC is doing its absolute best, EPCC has more GPs per patient than the national average and more staff per patient than the national average. Query on the length of time for a routine telephone appointment – this is currently 6 weeks with a specified doctor.EPCC has had a significant increase in the number of complaints, predominantly minor, involves a disproportionate length of staff time to resolve.Level of patient expectation and demand has significantly increased in recent years.Positive aspect of the pandemic is EPCC has rethought its services. Some patients previously requested to see a GP who did not necessarily need to be seen by a GP.The current process is that of triage service by the GPs. If patients request a specific time for a call back due to being at work etc, the receptionist will make a note and the GP will try to accommodate, though the GP is prioritising clinical need all the time and some calls/appointments understandably will take longer than others.Patient perception can be that they see quiet waiting areas and feel the GPs are not working. GPs now rarely leave their consulting rooms, due to the high level of workload, even for break. Perhaps a lack of understanding that GPs require admin time to process referrals, check test results etc. Regarding length of phone call queue at times, there can be 6 receptionists taking calls so although the number may seem high the wait can be much shorter than expected, although depending on the nature of the call, some can also be much longer than others.The Government have introduced an Additional Roles Reimbursement Scheme to encourage alternative roles to support general practice and so EPCC now has additional roles such as Practice Paramedics, 1st Contact Physiotherapists, Pharmacists, Nursing Associate (role midway between a Healthcare Assistant and a Nurse, on career pathway with 1 day a week at university) to try and lessen some of the GP’s workload. This has been implemented by the Primary Care Network.Comment made that some practices only take calls at certain times 8-10am and some surgeries close for lunch, EPCC lines are open all throughout the day.Query on the number of DNAs (did not attend), better than the pre-pandemic numbers of 300+ but this could be that patients miss the call back and so it is not shown as a missed appointment. A letter is sent to patients who persistently do not attend their appointments explaining the consequences, though current thought within primary care is that it is not deemed appropriate to strike patients off as they would then be at risk by being denied the service. Query whether the cost of the lost appointment could be added to the text then sent – would be difficult to quantify a cost as there are admin and reception teams behind the scene that would need to be included in the time lost also.Summary that demand has significantly increased and the interaction with the practice has changed. | Suggestion to include an explanation of this in the EPCC newsletter. |
| 3 Staffing Update | Dr Sivan has now retired, he previously worked 8 sessions.Dr Johal and Dr Hamer joined EPCC last year, Dr Joghal doing 8 sessions and Dr Hamer doing 4, and Dr Norris and Dr Yat joined in 2022, both doing 4 sessions. GP sessions have increased. |  |
| 3 Future of Eastwood healthcare provision (population expanding eg constructing additional 115 homes in Brinsley is underway) – surgery capacity (library site plan) | Eastwood community lacks services and so patients come to the surgery as there is nowhere else to go. The area has a high level of deprivation. Some services aren’t now based in the area ie District Nurses based at Ilkeston. Explanation given that DNs will generally provide dressing, catheter services etc and EPCC provide the blood test services, spirometry etc. The local Levelling Up bid has now gone in for £20 million, to include the Walker Street Project, library to be demolished and included in the new build along with a therapy swimming pool (heated to a high temperature) which would be sited in the basement area.TB kindly forwarded an update on the Durban House Project, please see attached, also hoping to have a “Men in Sheds” and “Vets (Veterans) in Sheds”. |  |
| 4 Plan for autumn jabs: flu and covid boosters for all over 50s | Flu and Covid (Moderna) vaccination can be given at the same time, 2 separate vaccinations, one each in each arm.Aim to encourage patients to book via the link where possible to keep phonelines free.Clinics are cautiously being set up until there is a confirmed delivery date, looking at W/C Sept 19th.Suggestion of #safethedate message being sent to patients for September 24th to be confirmed.Some PPG members kindly offered their time to support the clinics.There will be restrictions on which level staff can give the jab.Early, late and weekend clinics will be available.Query on if a patient has a Covid vaccination elsewhere can they still receive the flu jab at EPCC – yes.Details on eligibility can be found on this link Over 50s to be offered COVID-19 booster and flu jab this autumn - GOV.UK (www.gov.uk)Draft newsletter (attached) discussed with a few suggested amendments given to SP.Query on the “111 booked appointments” – the 111 service is able to book appropriate patients into the EPCC appointment system.Query on the NHS messaging service to the practice – currently patients can request sicknotes, prescriptions and queries. It appears patients are unable to free text a message if no medications are being requested, though queries can be sent via email to noweccg.epccprescriptions@nhs.net  |  |
| 5 Patient Survey | Extended Access SurveyThere is a national move to take away early morning appointments 7-8am from October 2022, EPCC currently offers this 3 days a week. A patient survey was conducted in the Nottingham West area.PPG comments:“This is an essential service”“I would like to see it remain”“No-one would want to lose this”“The PPG fully support keeping this service”It is also of use to patients having blood tests, allowing a greater number to be seen before the lunchtime collection and for those patients working.EPCC quite pleased with the National Survey, in particular the Appointment Experience.The Patient Satisfaction Questionnaire is given out to patients by the Doctors, one Doctor has now completed this, but others are still in progress. A practice report will be done after they have all been received back. |  |
| 6 PPG Presence in Surgery | Discussion around restarting this to promote the PPG and other healthcare promotions.General agreement in principle to go ahead if Covid + cases are low so reducing risk, could be staged outside if weather reasonable at the Flu Clinics.PPG name badges have been ordered. |  |
| 7 Chairperson | SP asked if any members would be interested in a 6-month role of Chairperson.Suggestion to email out to all members with a definition of this role and ask for any interested parties. |  |
| 8 AOB | AS gave an overview of an upcoming neighbourhood event, Play Day, on August 3rd at Coronation Park. The plan is to promote the importance of cervical smears and childhood immunisations (numbers have fallen in uptake) to parents and grandparents. There will be 3 nurses available to talk to local people (a dummy cervix and speculum will also be available) and admin staff who can take details of patients and feedback to the appropriate GP Practice.There will also be a prize-winning colouring competition for the children.PP highlighted a local gardening event/competition being held at Greasley on August 28th. PP will bring in a poster to be displayed on the Community Noticeboard. |  |
| 9 Date of next meeting  | Wednesday September 14th 1-2.30pm Meeting Room at Church Walk site. |  |