

# PPG MEETING MINUTES

Wednesday 5 April 2023 6.30 pm

1. Welcome All

Attendees: Cilla, Nadia, Collette, Gordon, Martin, Janice, Janet, Sue, Frances, Caroline, Steve, Dr Heidi McDowell

2. Apologies for absence

Suzanne Hurst

3. Approve Minutes of last meeting

Accepted as a true and accurate record

4. Updates from last meeting

- Bank account

A new account application has been submitted to Lloyds Bank.

Approval could take 6 weeks (2 weeks remaining). When the account is opened, the outstanding balance of £124.54 can be transferred from the existing Barclays account before it is closed down. The account is currently accruing 15p per month in interest

- Notice boards

8 Notice boards have been delivered to the surgery and are awaiting installation. The boards are lockable, wipeable and infection control compliant. The boards will contain information on the following topics: Monthly awareness topics, child health, adult health, surgery data information, carers, PPG, practice statutory notices and community

- PPG attendance during clinic hours

Agreement for PPG to have an information table in the waiting room during clinic hours. Mondays and Fridays to be avoided. The purpose will be to promote the PPG and recruit new volunteers, speak to patients and gather feedback

*\*ACTION – Cilla to liaise with Caroline and group availability for dates and times*

- Update on PPG Support Toolkit

Selected sections of the toolkit will be adopted if they are appropriate to this group. Healthwatch is very useful.

*\*ACTION – Nadia to make further contact with Healthwatch*

*\*ACTION – All PPG members to review the Toolkit to identify relevant sections for adoption by the group*

- PPG positions
  - PPG Chair – Cilla Adcock
  - PPG Secretary – Collette Pigden
  - PPG Treasurer – Sue Cowling
  - PPG Finance Assistant – Janet Roden
  - PPG Communications and Fundraising – Martin and Janice Pike
  
  - PPG Forms and Newsletter
  - All PPG members provided with a Data Protection Form to agree and sign

## 5. Update on the Practice - Steve

### Staffing Update

- Dan Snellock has joined us our new Operations Assistant. He has been here about 4 weeks and is doing really well – there is lot to pick up in this role.
- Interviewing again for a Long Terms Conditions Coordinator – next week. We have someone temporarily in the role.
- We are also looking for a new role called a GP Assistant
- We are still trying to recruit a new phlebotomist.

### Projects

- PATCHS – new way of contacting the practice when Footfall ceases in April. SR will be doing a Facebook post about it. We have to be careful about managing our capacity safely so there will be some caps on how many online request forms we can process.
- New website – live 17th April. Patients will be directed to the new website via multiple avenues
- Spring Booster Campaign update – Starting with care homes then over 75s and immunosuppressed
- Patient Survey Review – Friends and Family survey is universally used across healthcare settings. IPSOS MORI GP survey is sent out to patients selected at random with the results being published in July
- Staff Making a Difference Award – To be implemented. A box to be placed in reception for ‘A job well done’; a notice on the notice board or a post on the Facebook page, for example and staff can be put forward by colleagues or patients
- Online access to records – by the 31st October. Records will be accessed either online or via the NHS App. There are still several concerns, but it has been made mandatory to implement. PPG

Members will be given training on responding to questions that may be asked by patients.

*\*ACTION - Steve will present more information at the next meeting*

#### GP Contract 23/24

A big focus on access.

- The GP contract will be changed to make clear that patients should be offered an assessment of need, or signposted to an appropriate service at first contact with their practice. Practices will 'no longer be able to request that patients contact the practice at a later time'
  - o Although we are still awaiting more detailed guidance before we change anything we are concerned about potential issues with call queues, waiting lists, 111 capacity, A&E capacity as well as safety.
- Money is also being invested at the Primary Care Network level to improve access to primary care. We (with our 5 colleague practices) have 5(!) weeks to deliver a plan. – Upwell HC is part of the Fens and Brecks PCN with Boughton Surgery, Feltwell Surgery, St. Clements Surgery, St. John's Surgery and Watlington Health Centre. There is clinic offered at one of the surgeries on most Saturdays.  
Appointments must be booked in advance.

*\*ACTION - Steve will present at the next meeting on the PCN and how it works*

*\*ACTION - Steve to ask other PCN surgeries for contact details of their PPGs*

#### Facts and Figures

- Telephone/Queue statistics – Monday has the highest volume of calls and the longest average wait time. Call wait time could be up to 15 minutes. There is a maximum of 5 people answering calls.
- DNA data – DNAs for nurse appointments amounted to 32hours in January and ranged from 22-32 hours in Q1. For clinician time this ranged from 10-12 hours.
  - o Missed appointments are risk assessed; for example, for dementia patients
  - o This data could be presented on the PPG table in the surgery
- Facebook statistics – Suggests that posts on the Facebook page are seen by around 3000 people
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#### 6. Future of PPG – What does the practice want from the group

- Aims
  - o Support for surveys and feedback

- Promote healthy lifestyle choices
  - Help to empower patients
  - To improve communication between the practice and the patients
- What can the PPG fundraise for?
    - Fractional exhaled Nitric Oxide testing machine (FeNO - Asthma diagnostic machine)
    - Artwork for large wall area in the surgery waiting area – Local artists (Any artwork must be in wipeable glass frames)  
*\*ACTION – Frances to approach her contacts*
    - Local school children artwork / mural to be painted on the wall
    - A local gardener to maintain the garden around the surgery  
*\*ACTION – Janet to ask her husband to help*
    - Bench - No longer to be pursued

## 7. Any other business

A question was raised regarding medication reviews as traditionally were completed by a doctor. Steve/Caroline advised they are carried out by the PCN Clinical Pharmacist and the clinicians.

A patient had advised that on 3 occasions a repeat prescription and home delivery is interrupted by an additional prescription being issued during the 4 week cycle, which then meant the surgery had to be contacted to issue another prescription.

*\*ACTION – Steve to investigate and report back once further information is received*

Well Man/Well Woman clinics no longer run due to capacity. Everything is covered by the standard health check

## 8. Date of next meeting

Next PPG Meeting – Friday 28<sup>th</sup> April @ 3pm. Crown Lodge Hotel

Next Surgery PPG Meeting – Thursday 8<sup>th</sup> June @ 6.30pm. Upwell Health Centre