

PPG Meeting Minutes

3rd February 2022



Attendees: JW, SH, SK, PS, PC, MH, AB

Apologies: KS, GB

1. Ratify previous meeting's minutes/matters arising

Previous minutes - minutes ratified by the group and can now be uploaded to the website

NAPP members feedback - AB has set members up with own logins and they have looked at the website and services offered by NAPP. Positive feedback from the group. The annual subscription is due in February and the members agreed that we would like to re-subscribe.

Terms of Reference (TOR) - revised TOR agreed by the group

2. Patient feedback (governance bulletin)

Emailed to members with agenda. 1 question regarding a complaint. MH confirmed the patient in question was being followed up appropriately and due to meet with them.

3. Appointment system/clinical services

COVID booster vaccination clinics - Fireclay have now completed mass vaccination clinics and have administered around 10,000 vaccinations across the PCN with Old School Surgery. Smaller vaccination clinics will continue at St George Health Centre on a Saturday with around 250 appointments. This will impact less on usual business but allow vaccinations to be offered.

GP appointments - Fireclay are constantly reviewing the GP appointments system to respond to patient needs. More face-to-face (f2f) appointments are now available and the plan is to move to a more flexible system where the patient can decide with a receptionist whether a telephone or f2f appointment is more appropriate and where the receptionist has the authority to choose the most suitable appointment type.

Video consultations - JW raised the issue of whether video consultations are being used. Video consultations are an option but the feedback is that if a patient needs to be seen then a f2f appointment will be offered. A telephone consultation (with the option of sending photos) or a f2f is usually the best option for the clinician and the patient. This does not exclude video consultations if felt to be most appropriate.

Online bookable appointments - More GP appointments are bookable online as well as cervical screening appointments. The plan is for blood tests to be bookable online in the near future.

Long Term Condition (LTC) annual reviews – during the pandemic patients were not invited for their routine reviews and clinically urgent reviews were prioritised. Targets for completing these were once again removed over the Winter. All processes, appointments and staffing are being reviewed so that birth month recalls can restart on 1st April.

4. PPG items

Healthwatch meetings feedback – JW has attended 3 meetings since the last PPG meeting and will continue to attend even though the meetings can be challenging! JW has a good working relationship with Julie from Healthwatch. JW was keen to find out what their mandate is and has ascertained that Healthwatch act as a watchdog. Feedback to them from patients is shared with NHSE and CQC and they do have some influence.

Pharmacy project – SH has been trying to understand how the prescription ordering process works within Fireclay and also in Well St George in order to try and simplify the process for patients. SH has discovered the process behind the scenes can be quite complicated so requires some more work. The group discussed the fact that stock is ordered on a 'just in time' basis from a central warehouse so is not always available, however, the group thought that regular/scheduled orders should be in stock. Plan to add a section in the next newsletter to dispel some myths and with Q&As about prescription ordering. **AB to set up a meeting with SH and Well Pharmacy St George Manager**

ICSs – this project has now been delayed from 1st April to 1st July. There is no new money for this and will be 6 ICSs in our area. This will not have much of an impact on day to day business in the GP practice. Many contacts will remain the same but within a different organisation.

5. Practice item

Staffing update (AB/MH)

Several new staff employed since last meeting:

- IT/Data Manager leaving – data role for PCN has been offered
- 2 new Care Coordinators have been recruited from internal candidates. This is a new role with the scope of looking after the needs of more vulnerable patients and supporting GPs.
- 3 new receptionists
- 2 reception leads promoted from current reception team
- HR administrator to support management team
- Urgent Care Nurse
- LTC Nurse (for COPD & asthma reviews to start with)
- HCA (Health Care Assistant) with capacity to do housebound blood tests
- Physiotherapist (across PCN)
- 2 Practice Pharmacists (to replace 1 leaving)
- GP joining in November (previous trainee)
- 2 vacancies to fill in admin team (script clerk & coder)

6. AOB

- Social prescribers – what is their role? To be discussed at next meeting.

7. Future agenda items

- Social prescribers

8. Next meeting date

- Thursday 7th April 2022 18:00 (via Zoom)