

Patient Participation Group Meeting  
30<sup>th</sup> January 2020 at 1.30 pm

Present: 8 members of the Practice population attended the meeting. Also present: Jane Parry (Practice Manager), Dr's Parry & Keck, Jayne Farrell (Deputy Practice Manager)

Jane Parry welcomed everyone to the meeting. She introduced herself and explained that she had only been in the role of Practice Manager since September following the retirement of Chris Schofield last May. Her aim is to continue providing excellent service to all patients and take the Practice forward to meet the ever increasing demands.

She explained a trial of meeting times 1.30pm for winter meeting; 6pm for summer meetings. Three meetings to be held annually; January, May and combined with Medical Equipment Fund AGM in September 2020. (this year 24<sup>th</sup>). The meetings are an opportunity to meet the Practice staff, hear about developments and receive updates; share your views and ask us questions about our Services.

Practice Update:

- Staff: Mandy Moss who was previously HCSW and currently Dispenser leaves us tomorrow and we wish her well for the future.
- GP Registrars: we currently have Dr Edda with us until the beginning of April when we will get another trainee for 4 months until August. Dr Diana will then return to us for a year. In the meantime, we are getting an additional trainee from next week but it is not known how long for.
- Practice Improvements: in the last few months we have had the outside of the building re-decorated and also to ensure Health & Safety was maintained, had a new path from the car park to the Practice. Due to confidentiality issues, we had the glass partition erected at the Reception desk. **One of the patients present said he found the new partition unfriendly and unwelcoming and asked if we could remove it. It was explained about the different types of issues we had prior to the window being put up; all Receptionists try to acknowledge patients immediately so they are aware they have been seen. The patient acknowledged the difficulties and that this was possibly the only way to maintain confidentiality.**
- New Telephone System: we realise our current telephone system, although still working is out-of-date. We are currently in the process of meetings and obtaining quotes for a new patient and Practice friendly system. Hopefully this will be installed within the next few months.
- Website: hopefully you're all aware of our website which is regularly updated and contains all the information you may need.
- CQC: following our 'outstanding' rating achieved in 2016 we had in 2019 our 3-year review. This was actually carried out over the telephone following submission of a large document. We were informed that we have continued to maintain our 'outstanding' rating. This year we will receive a further telephone review, and if all goes well, the next stage will be an actual CQC Inspection in 2021.
- Appointments:
  - Urgent Care Clinics continue to be held every weekday morning and afternoon with the Nurse Practitioners for urgent requests
  - Pre-bookable appointments with the GPs, Practice Nurses & HCSW can be booked up to 4 weeks in advance. We also have the midwife and health visitor running clinics here on a regular basis. **A patient said that 4 years ago if he rang for an appointment, he would have got one within 1-2 days; it is now longer. Dr Parry explained that it depends if you want to see a specific GP at a specific time. We have on-the-day appointments every day with nurse practitioners who will call GPs in if necessary. There are always non pre-bookable GP appointments available for urgent problems. There should never be more**

than a maximum of a 3-4 day wait for a GP appointment even if requesting a specific Doctor.

- Extended Hours – these continue to be run on a Tuesday evening 6.30 – 8.15pm with a GP and Practice Nurse – not to get confused with the new:
- Extended Access Appointments. We are part of the Sleaford Primary Care Network, a relatively new initiative by NHS England. The PCN comprises of our Practice together with Ancaster, Billingham, Ruskington, Heckington and Sleaford. With effect from 1<sup>st</sup> September last year, we now provide additional out of hours provision for pre-bookable appointments. This is on a Friday morning from 7 – 8am, with 2 Clinicians, usually a GP and Practice Nurse, however on occasions; the HCSW has also held a phlebotomy Clinic. The appointments can only be booked 2 weeks in advance but are 15 minute appointments. It has been going very well. The only downside is that patients from the other Practices I just mentioned, can also book into our appointments, so please get in quick! However on the flip side of this, our patients can also book into appointments at their surgeries! Other surgeries' Extended Access appointments tend to be different days and times to ours. Sleaford Medical Group do still provide 7-day GP led cover and have a Minor Injuries Unit. As part of the PCN, we opened on Christmas Day for an hour in the morning.
- We do still have patients who not only do not attend their appointment but do not ring and tell us. If they did, their appointment could be offered to another patient. We do appreciate it may not always be possible for a patient to ring if anything urgent crops up; or they may genuinely forget. We have now started displaying the number of 'DNA's' on a monthly basis for patient information (105 for December). **One of the patients suggested 'Influence at Work'. JaP will look into this.**
- 111: Something NHS England wanted to happen was that by the end of November 2019, 111 would be able to book an appointment directly into the Practice; we would have 2 per day allocated to them (based on 1 per 3000 patients). This is still on-going and they are now looking at March/April for implementation.
- Awards: We are very pro-active at the Practice. Many of you will know we already have the Dementia Friendly and Carers Awards, but in the last few months, we have now been presented with our Cancer Carers Award. Well done to all staff who contributed.
- The staff at the surgery also look at other ways of helping people; prior to Christmas they raised money for Save the Children, taking part in Christmas Jumper day and a few weeks later for Children in Need. Thank you to the staff who organised these events and for everyone who donated. Dr Parry is now a pumpkin expert as he was asked to judge the pumpkin competition at the village hall in October. We are also organising a Saturday morning where some of the surgery staff will take part in litter collecting in the village.
- The Practice has encouraged some local young people who are trying to get university places with a view to training as Doctors, by providing some work experience with a variety of staff.

One of the patients said he comes to these meetings so he can say thank you to all the staff; there are few people who attend so he is representing them – the staff do a fantastic job and we should all be grateful for their time and effort.

The Future:

We continually try and think of ways to improve the Practice; how we work and how we provide information to others. Myself & Jayne attended a social media course in November to look at the possibility of the Practice having a Facebook account. This has previously been disregarded due to the preconceived idea that it was very risky. We are in the very early stages of planning; but once up and running, it will be where we provide information, but without patients / others being able to respond or post questions relating to a current illness / health problem.

Online Consultations are to be implemented; again at the request of NHS England. They have provided us with 2 screens for GPs, but there has been no training to date! Watch this space for more information!

JaP asked for thoughts on how to get more patients to attend the PPG meetings; do you like to get regular updates on the Practice and what we are doing or would you prefer this to be shorter and invite someone to give a talk? If you have any queries, suggestions or issues then please contact JaP at the Practice.

It was agreed to hold the next meeting during the day

Date of Next Meeting: Thursday, 28<sup>th</sup> May 2020; 1.15pm at Billingborough Surgery