

Patient Participation Group Meeting

TUESDAY 25TH OCTOBER 2022 – 6.30pm

MINUTES OF THE MEETING

Present:	Penny Whitney Barbara Marsh	Karen Sherlock Ros Matthews	Hazel Finch
In Attendance:	Joanne Gordon	Deborah Hirstwood	
Apologies:	Virginia Grundman Valerie Gunn	Barbara Powell Brenda Greaves	Margaret Curry Kate Gard Cooke

The meeting was chaired by Joanne Gordon, Patient Services Manger, Imperial Road Surgery.

1. Staffing

Joanne Gordon updated members on the following staffing changes:

- Dr Sophie Adams has now retired and been replaced with Dr Vernon who works 3 full days per week.
- Dr Emmerson has now retired and been replaced with Dr Jack Baskerville who works 4 full days a week. Dr Baskerville has also joined as a Partner.
- Dr Holden has advised us that he will be retiring in May 2024.
- There has been a move around of admin/reception staff.
Debbie Hirstwood is now doing QOF and safeguarding work for Imperial Road as well as QOF, safeguarding and recalls for Ashover.
Karen Goodall, Michelle Creasey and Hayley Murphy have all added admin work to their roles alongside their reception work.
A new Receptionist has been employed – Nichola Allen. She has come from 111 and has fitted in very well to the team.
- David Meech, the MSK practitioner is proving very popular and now comes in two days per week.
- The Practice is now employing Clinical Pharmacists who are carrying out medication reviews over the telephone which is freeing up more GP time. They are working remotely and it has been challenging at times but it does look like funding will be granted next year for this to continue. The GP's have found it to be a valuable service.
- Team Up is running well. This is a home visiting service which is run by a community GP with a team of paramedics. This is still very much in its infancy but is working well. The paramedics visit all housebound patients that require a visit on the day that they are working with the practice. They do not see end of life patients. On the days that the service is allocated to us they work from 8am to 6.30pm.
- Joanne Gordon advised members that patient abuse towards staff was still very high. There was a physical fight in the waiting room at the beginning of October in which the police were involved and the Reception staff found this very distressing.

2. Flu and Covid Clinics

- There have been some issues with the flu and covid clinics although in general they have run very well. Staff illness affected the first clinic with two staff becoming unwell the day before the clinic which affected the running of it. It was a very stressful time for both patients and staff with some very long waiting times. The last clinic to run prior to the meeting was a large clinic with 500+ attending and that ran very smoothly. There are two further flu and covid clinics planned for the evening of 31st October and then a large Saturday clinic on 5th November with over 700 patients expected to attend.
- Patients do tend to cause the clinics to overrun as many will turn up late or early for their appointments or deciding that they would like to have the covid booster as well when they had only originally booked for the flu vaccine. The surgery do not turn patients away when this happens although accommodation the patient can then cause disruption to the running of the clinics.
- The uptake of the over 65's flu and covid has been very good. The uptake of the under 65's for flu has not been as good with many people deciding to just have a covid booster vaccine.
- PPG members commented that at times some quite elderly and/or infirm people were having to stand outside for long periods and asked if they could be offered chairs. Joanne Gordon explained that the Practice was not covered by insurance to seat people outside though when a frail person is seen to be in the queue they are brought into the waiting room. PPG members asked if there was any help that they could give at the clinics with on the day organisation – Joanne Gordon welcomed the offer of help and said that she would keep this in mind when planning the next flu/covid clinics.
- Joanne Gordon advised members that whilst the flu and covid clinics were being carried out the capacity for general appointments with nurses drops. But it is important that the surgery do the flu clinics as the income they generate is used to ensure that the surgery can employ Practice Nurses. It is not compulsory that the Practice has to provide nursing support and therefore the income from the flu vaccinations is very important which is why we encourage patients to have their flu vaccines done at the surgery rather than at a pharmacy. Karen Sherlock pointed out that this was a bigger problem regarding the redeployment of nurses and it was suggested that the PPG members write to the local MP to express their concerns.

3. Winter update

- NHS England have still not yet lifted the restrictions on NHS staff having to isolate if they have covid. At present if a staff member tests positive for covid they have to isolate for five days. They may come back on day 6 providing they have had 2 consecutive negative daily covid tests. If they do not get two consecutive negative daily covid tests then they may come back to work on day 11. This obviously has a knock on effect with GP and nurse appointments should a clinician be off for up to 11 days. For this reason there are still more book on the day appointments available than pre-bookable. There are now three out of hours clinics at which all appointments are pre-booked. These are every fifth Saturday (9am to 5pm), Monday evening (6.30pm to 8pm) and Tuesday morning (7am to 8am). Appointments in these clinics are not made for patients who are pregnant, have mental health issue or substance abuse issues, as per the guidelines.
- Members were advised that there is no winter pressure funding available this year.

4. Joint meeting with Ashover PPG

This is still in the pipeline and Debbie Hirstwood will speak to the Chair of Ashover PPG to arrange a date in Spring 2023.

5. The importance of hearing tests

A discussion took place regarding the importance of hearing tests. It was suggested that Specsavers be approached to see if a representative would be available to speak to Members at a future meeting.

6. The Aims of our PPG

- Paperwork was handed out at the beginning of the meeting regarding guides for PPG members. Unfortunately time constraints meant that these could not be discussed at this meeting but it was agreed that the papers will be distributed to all members and a discussion will take place at the next PPG meeting.
- Joanne Gordon informed members that she was going to send a text message out to groups of patients to see if any would be interested in joining the PPG. Members felt that a younger age group should be approached.
- It was agreed that going forward there should be some zoom meetings and some in person meetings to accommodate all members.
- Members expressed that they would like to get more involved with the surgery.

7. Chair

Victoria Grundman has confirmed that she is intending to resign as from 31.12.22. An email will be sent to all PPG members to let them know. Anyone interested in taking over as Chair should contact either Ginnie or Joanne Gordon.

8. Q&A

- Members asked about booking appointments via Patient Access. Joanne Gordon explained that it is currently to book some nurse appointments via the app but pre-bookable GP appointments have not yet been reopened to book via the app. This is due to the current NHS guidelines that staff have to isolate for up to 11 days if they test positive for covid. If too many appointments are booked in advance and a clinician is forced to isolate, it is very time consuming to go through and rearrange any prebooked appointments.

9. Date and time of next meeting

The next meeting will be a day time meeting to be held in January/February 2023. Dates and times to be confirmed.

The meeting ended at 7.45pm