



## PPG Meeting

**Date:** 15 July 2021  
**Venue:** Danebridge Medical Centre Meeting Room

**Present:** Gilly Davis, Valerie Mais, Laura Hudson, Russell Smith, Les James, Beth Hanson (from 6.15), Lee Brown.

**Apologies:** Mo Morron, Ellie Thomas, Mandy Skelding-Jones, Norma Broadhurst, Emily Marlow.

### 1. Introduction

Lee volunteered to chair the meeting.

### 2. Minutes and Action Log

The Minutes were approved. There were no outstanding action points.

### 3. Flu Planning

Gilly reported that the first tranche of 3,000 vaccines for the over 65s should be received on 6 September, and a second tranche of 1,000 doses on 4 October. Vaccines for the 2 – 64 year old with pre-existing conditions would also be received on 6 September and 4 October - a thousand doses each time.

The Practice intends to start the vaccination programme in September. The aim is to use the online booking system to improve the efficiency of allocation of appointments. Kingsmead will be the vaccination centre. Information will be on the Practice's website and Facebook.

There has been no confirmation of whether the Covid 19 Booster process will dovetail with the Flu campaign. It will be a logistical challenge to deliver the campaigns.

There was discussion on the type of vaccines that would be used, how take up will be promoted and on the cost to the practice of the Flu vaccines.

### 4. Practice Update

- i. Gilly informed PPG that the CQC Review of the Practice had been published. The Practice had been awarded a 'Good' overall score and the improvements it had made

had been acknowledged. Two areas had been judged to require improvement and an Action Plan had been developed to address them.

PPG asked the Practice to provide more information on its Action Plan at its next meeting.

- ii. The Practice intends to maintain Covid safety measures after 19 July. It believes that it has a duty to staff and patients to maintain the safe and effective precautions which help contain the spread of Covid. This means continuing to consult by phone, wearing masks indoors, hand cleansing and maintaining social distance. Information will be on the Practice website so patients are aware of the precautions.
- iii. On recruitment, a new GP will start on 18 August covering Wednesday, Thursday and Friday. Two other GPs have been offered 6 sessions. Five new PSCs have started with work patterns designed to improving services.
- iv. The Practice will not issue Covid Passes to patients. It will signpost enquirers to the bodies that can issue passes.

## **5. Patient Feedback**

- i. A formal complaint on the closure of Sandiway that raised specific issues had received a standard reply that did not deal with the issues. This had caused irritation. Gilly will feedback to Mandy the need for replies to deal with issues raised.
- ii. The Practice was asked how a patient could connect to the services provided by the Care Co-ordinator. Gilly said that a PSC should check, in the course of a call, whether the patient they are dealing with meets the criteria – isolated and recently discharged from hospital, newly diagnosed and needing support, long term and complex needs, suffering bereavement, facing a range of social and/or financial problems, unemployed, etc. – and offer a referral. GPs and other medical professionals could also refer. A patient cannot self-refer at the moment.
- iii. A patient had been surprised that a Locum GP had told him that if the antibiotics prescribed did not solve an ailment he should call 111 or attend a specialist hospital. They were not given the option of another consultation with a GP. This had caused frustration as it seemed to be displacement of responsibility. Gilly explained that the aim was to get the necessary treatment from the right source quickly. A further appointment with a GP could take 2 weeks. It was suggested that the GP should explain the process to a patient.
- iv. The issue of the length of time bands for GP phone consultations was raised e.g. between 1 - 6. Beth explained that GPs prioritised their calls on the basis of the clinical information provided so that they dealt with the most complex first. These calls could be time consuming and made time management difficult. However, the GP will

always contact everyone on the list for consultation. This could mean calls out with the time band.

- v. A patient had received a letter from the hospital which had also been sent to a recently retired GP. This raised the question of who would deal with the letter. Gilly explained that for administrative purposes each patient is nominally assigned to a named GP. However, letters are scanned by the Practice and allocated for action to available GPs. In response to discussion, Gilly said patients are not automatically informed if the GP they were allocated to changes. A patient can find out who their nominated GP is by contacting a PSC.
- vi. Valerie asked if DNA rates for appointments had changed in the pandemic. Gilly will provide statistics.

ACTION: Gilly

## 6. Any Other Business

- i. Gilly told PPG that Laura is the first student for whom the Practice had arranged a Work Experience Programme. Laura outlined the nature and variety of experiences that had been arranged to enable here to see the range of services the Practice delivered and how they are coordinated. She drew the following lessons:
  - a) The importance of communications and of asking patients questions which will illicit the actual reason someone wants to see a medical professional. In phone calls patients are not always frank and so a consultation does not go as planned when new, undisclosed information emerges.
  - b) In consultations a patient may bring up a range of conditions and issues and a GP needs to choose which to prioritise and deal with in the time allocated.
  - c) Some patients do not want further diagnosis or advice from a GP, but seek reassurance and to be put at ease on the care and support they will get.

Laura thanked the Practice for their effort in arranging her Work Experience and said it had been a privilege. PPG thanked Laura for her thoughtful and insightful feedback.

- ii. The PCC meets on 22 July to consider the Practice's response to the question raised at its 5 November meeting on Sandiway. PPG members can follow the meeting online.

## 7. Next Meeting

The next meeting will be 16 September 2021.

Possible Agenda items:

- Response to the CQC Report.

- Flu Campaign
- Sandiway – Next Steps.