

BuS PPG – Get on board!

BUSHLOE SURGERY PPG

**Minutes of the meeting held on 7th March 2023
At Two Steeples Medical Centre**

Present:

Dr Richard Palin – Partner (RP) - Chair
Catherine Biggs – (CB)
Stephen Biggs – (SB)
Mari Mark – Member (MM)
Andrew Fuller – Potential New Member (AF)
Paren Raval – (PR)
Patrick Thacker – Potential New Member (PT)
Jill Gore - Member (JG)
Angela Roberts – (AR)
Marguerite Sturgeon – (MS)
Sue Lobb – Member (SL)
Stella Ayre – (SA)
Steve Hunt – (SH)
Philip Taylor – Member (PT)
Glynis Middleton – Member (GM)
Julie Bray – Member (JBr)
Siobhain Hughes – Potential New Member (SHu)
Matthew Smith-Lilley – Potential New Member (MSL)

1. Welcome and introductions

RP welcomed all to the meeting and briefly summarised that the ground rules are predominantly a note to be nice to each other and to be as productive as possible.

2. Election of new PPG Chair

Colin Densham has spoken to RW to confirm he wishes to stand down with immediate effect as chair of the PPG. RP suggested that anyone who is interested in the chair contact RW directly.

3. Apologies

Apologies were received from Divya Haller, Jackie Bodicoat, Robert Whitehead. Jean Dale also didn't attend.

4. Minutes of the meeting held on 1st November 2022

The minutes were adopted and agreed as an accurate record.

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5. Actions Arising from meeting held on 1st November 2022

- i. To speak to Wigston Academy head teacher re PPG fit with British Values/Sociology 'A' Levels etc – MM.

A positive discussion was held with Mark (Executive Head). Initially there was no interest as not many were thinking of going into the medical profession due to unrest/strikes/pay. He then came back and said two girls were interested. RWs email address was given for them to follow up. **MM** will find out whether they have contacted RW.

- ii. To investigate text messaging to patients within the 24hours preceding an appointment to reduce DNA rates.

Nobody at the meeting had received texts with the exception of one person. This item is to be kept under review.

- iii. To contact Health+ Project re train the trainer opportunity involving GM, MM, JBr and SL. JBr asked to stay on this action.

Update from RW in his absence:

We are now providing weekly training sessions to patients wishing to receive training on online access to medical records and information using AF from Reaching People.

AF confirmed the program is working well, response is good and the number of activities/interactions are numerous. Looking at repeated themes like problems with username/passwords for NHS/SystemOne, or communication coming out of the surgery would be good. AF joined as a patient so has seen the other end of the communication and he too found it confusing. He suggested making the surgery comms more concise.

There was a brief discussion around the best way for requesting medication, and it was found the NHS app wasn't good. No text reminders were sent for jabs/boosters– it was suggested that reminders be sent as well as initial confirmations. Also any text message reminder should include the option to cancel. **RP** will follow this up.

6. Treasurer's report/receipts

JD wasn't in the meeting. RP assumed therefore that nothing much had changed since last time.

7. Surgery update

Update from RW in his absence:

A number of colleagues are on maternity leave - two members of reception team, one GP and another member of the PCN team currently. Staff recruited to the reception team to provide cover, and Dr Harriet Lloyd-Owen has been recruited to cover Roopa Chauhan for the next 12 months.

Dan Medhurst left after 10 years with the practice at the end of December. Following a recruitment process, a new Assistant Practice Manager has been recruited (Sara Poultney) who starts after Easter to assist RW in all aspects of practice management.

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It was a consistent opinion throughout the group at the meeting that Dan had been a fantastic member of staff and will be sorely missed.

A second practice pharmacist has been recruited (Rachel Blakeman) who will work alongside Samantha Smith providing routine medication review work, drug monitoring and ongoing support work to GPs. There was a query in the meeting about online medication requests and whether “Issued” status online means it’s been signed by the GP and sent to the pharmacist. RP confirmed that once it’s showing as being issued, it will go on a GP list to be signed the next day, and ready to collect the day after that. He outlined the full internal process for medication requests. He reiterated that the patient should call the surgery if the prescription doesn’t go through so that it can be re-authorised.

A fourth Nurse Practitioner, Val Derave has been recruited to ensure we have adequate cover every day of the week for our acutely unwell patients. Val has previously worked with all the existing members of our team in A&E and has for 5 years been working at Northfield Surgery in Blaby.

The surgery call-in system has been problematic over the last couple of months, this culminated in all 4 large screens being replaced and software updated behind the scenes so that we hope this important equipment will provide reliable service going forward.

The practice list size has increased quite markedly over the last 12 months such that we expect to have more than 12,000 patients on the list very soon if not already. It was asked whether this was as a result of South Wigston numbers being down, but RP confirmed that this is not the case.

8. Oadby & Wigston Primary Care Network (O&W PCN)

RP gave a brief explanation of which practices work together within the O&W PCN.

Update from RW in his absence:

The PCN Enhanced Access provision continues to develop, from vaccination work in October, it now provides evening appointments delivered by a mix of doctors, nurse practitioners, pharmacists and social prescribers, and on Saturdays those same staff provide a range of appointments for smears, blood pressure monitoring, medication reviews, wellbeing clinics and first contact physiotherapy. The range of services will continue to grow and develop. RP also confirmed that Bushloe nurses are available on a Monday evening to complement the work that he does on a Tuesday evening.

The PCN employs >12 staff. Not all are located in Two Steeples Medical Centre, but the availability of space is becoming more of an issue, work is being carried out at Rosemead Surgery which when completed, will allow some services to be delivered in Oadby, closer to a significant proportion of the PCN’s patients.

A question was asked about mental health staffing within the PCN and through the ARRS. RP confirmed there are two mental health members of staff that work together on assessments and chronic mental health follow ups. Both are employed jointly with Leicester Partnership Trust. There is also a therapist through the social prescribing team.

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A lot of what the social prescribing team does is around low-level mental health concerns. As a PCN mental health is a particular focus.

9. AOB

An enquiry was made about the Health & Wellbeing Hub and the Saturday Crisis Café. This is a space that was rented by the NHS to use for COVID vaccinations. After the national rethink on vaccinations this space was re-purposed for a number of things, including being used by Helping Hands, our social prescribing team and other organisations. **RP** will ask Sue Renton to come to the next meeting to give more information on this, or to find out what advertising she would like and if she has any information to give to RP that he can send on.

A concern was raised regarding a patient who has poor sight. When she's called to the consulting room she can't read the signs. If the numbers were bigger she could cope much better. RP suggested the patient contact either RW or reception to get a flag put onto her notes so that the nurse/doctor can come and get her from the waiting area and escort her to the room. The patient has contacted RW previously about this – **RP** will follow this up with RW. He will also ask **RW** to follow up the possibility of having the numbers enlarged and to look into asking for an assessment from one of the charities that looks after people with sight problems. There are also QR codes that speak to you which may be worth considering.

It was asked whether there has been any plan to mark Colin's stepping down with a collection/present. RP agreed this would be nice. **RW** to enquire about his interests and to look into spending £20-£30 on a suitable gift/card (i.e. gardening vouchers).

Clarification was sought on what the system is for trying to book an appointment as one of the meeting members had seen a frustrated posting on Facebook saying "Bushloe is a farce. By the time you get through the appointments have all gone." It was highlighted that sometimes you can't get through at all and then when you fill out the online Contact The Surgery form it can take a week for someone to get back to you when the query is no longer relevant. It was suggested that a clear process for booking an appointment be documented and posted in the surgery and on the website. It was also stressed how damaging these comments can be online. RP agreed that documenting the process clearly as a fool-proof and consistent guide was a valid request. **RP/RW** to arrange for this to be done. RP did reassure that if a patient's needs are urgent and he/she needs to spoken to/seen on the same that day that will always be accommodated.

There was a call for the return of bookable appointments online/same day digital triaging. Could it be piloted that 70% of appointment availability is kept for telephone bookings and 30% reserved for online to give patients another mode of access for both same day and future appointments? The AskMyGP app provides an on the day online service. It was asked whether something similar could be introduced at the practice. Possibly an adjustment to Contact The Practice. **RP** will give this some consideration to see if this can be introduced and how it could work most effectively. It was suggested that any new process should be piloted rather than just pushed out.

RP closed the meeting at 7.00pm.

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The date of the next meeting is: **6.00pm on 2nd May 2023**

| Actions Arising Table for 7th March 2023 | | | |
|--|---|---------------------|-----------------------|
| | Action: | Assigned to: | Completion by: |
| i. | Determine whether Wigston Academy students have been in touch with RW yet. | MM | |
| ii. | Follow up text message service to include reminders. | RP | |
| iii. | Invite Sue Renton to the next meeting and follow up with her about advertising for the Health & Wellbeing Hub/ Crisis Café. | RP | |
| iv. | Look into enlarging the room numbers on the screen and into having an assessment from one of the charities about what steps can be taken to improve services for patients with sight problems | RW | |
| v. | Organise leaving card and present for Colin. | RW | |
| vi. | Request the documentation and clear display of the appointment booking process. | RW/RP | |
| vii. | Consider and look into the introduction of same day and future appointment booking online. | RW | |