

## **PPG minutes October 6th, 2021 at 12.30**

### **The meeting was held virtually via Teams**

**Attendees** – Joan Fletcher, Erica Cross, Stuart Curwen, Barbara Pace, Susan Wardlow, Susan Smith, Stephen King, Hilary Chester, Dr Barathan, Sarah Hicks (MH and wellbeing Coach Humber)

**Apologies** - Susan Loft, Julie Davies, Graham Ward, Ruby Watson

JF - welcomed all to the meeting and stated that the previous minutes had been agreed by all PPG members via email.

It was noted by several members of the PPG that the PPG minutes were not available on the new practice website, SS stated that this has been raised with the communications team and was being looked into and JF said that Cllr Hemmerman (CH) had also been in touch to make the same observation.

JF went through the previous minutes and asked if the text message issue had been resolved, it was reported by SS that SL has reported there had been a problem with the system which has now been resolved.

EC asked why patients have been sent a text asking to book flu vaccinations on line and yet couldn't access any appointments and that this would only increase already busy phone lines, SS responded that all available flu clinics appointments are available to book on line, if there aren't any on line, it means there are no appointments available.

JF asked about a practice Facebook page and SS reported that Claire Jenkinson (CJ) is still looking into this.

JF reported that CH and Justine Jones (JJ) have met with CJ on 2 occasions since the last meeting.

### **MW Practice Action Plan**

JF started the discussion about the action plan and suggested that members should go through it page by page.

BP asked if the newsletter was a follow up from previous newsletter and it was confirmed this was correct, she also asked for clarity on who sits on the action group arranged by Humber Trust

JF responded – JF, (on behalf of the PPG), CJ, SS, SW and L.Hackney (member of comms team), plus other members as necessary.

SK questioned perhaps renaming the action groups as it slightly confusing which one is being referred to. All agreed that it was confusing and it would be helpful to have different titles.

JF asked about the telephone holding music, SS responded that no pricing has been sourced however, she stated that there are various websites available to access the music however, the cost is mainly around changing it onto the phone system, admin and costs to subscribe.

SS asked if anyone from the PPG had any ideas of costings or any volunteers willing to help with this matter to contact her directly.

JF asked about waiting times on the telephone – SS reported that every month from November the practice will receive a monthly performance report which will include telephone calls, waiting times

etc and this will be available at the next PPG meeting, she has not seen the data but understands that the data will be made much clearer.

SW stated that the practice is working with KC to get the data but for people to understand the workflow behind the data. The practice cannot put all the admin staff to answer phones as has been suggested as this would mean that other areas would not be completed like prescriptions, medical referrals, results etc, she suggested that the PPG were offered an explanation of the workflow of the practice to fully understand and members agreed this would be a good idea.

JF asked about NHS 111 appointments as she understood that during the pandemic, the practice had to give NHS111, 1 appointment per 500 patients and this has now been changed to 1 per 3000 patients?

SW responded that this was correct however, Market Weighton surgery has more appointments than this available.

SS stated that 111 have slots to book into the practice 9.30-4pm if the slots are not used, the appointments are given back to the practice

JB stated that the 111 appointments are given a time frame rather than a specific booked time slot and, depending on the severity of the problem, it may be on the same day or next day

SS stated that there will be more information in the next newsletter about the role of care navigators and that there are leaflets and posters available at the surgery explaining the role too.

JF noted on a recent visit to the practice that although there is a practice staff board that there was a lack of pictures of staff

SS responded that staff do not want their pictures on display and felt that it was not the right thing at the present time.

JF asked about home visits

SS stated this has been reviewed by Humber but clarified that the surgery has never stopped home visits during the pandemic

JB stated that the criteria for home visits was that patients must be bed bound or house bound

SW stated that more information will be available in the next newsletter about home visits and the criteria for home visits. Patients cannot have a home visit just because they have no transport to the surgery, details will be made available about Beverley Community Lift, who can arrange transport to the surgery for patients who have no transport.

JF asked about the capacity at the surgery, ie the number of people allowed in each room.

SS stated that in the "You Said We Did" the capacity currently is 10 people downstairs and 9 upstairs, no changes in capacity to the admin, clinical rooms or conference room.

JF asked if this was likely to change?

SS responded that Humber are aware, and it may be reviewed.

SC suggested that perhaps in the reminder text that it could be specified which floor patients were attending to prevent crowding around the check in screens?

SS stated this would be difficult to do as sometimes clinic rooms were changed, and this could cause confusion

JF asked about practice number for patients and whether any patients had been deregistered and over what period?

SS stated in 2 years nobody had been deregistered but sometimes there were legitimate reasons why patients were removed. She referred to a recent incident where the practice had attempted to contact a patient via telephone and a letter. The letter had been returned back to the practice stating not known at this address, so the patient was deregistered as there was no way of contacting the patient. She also stated that patients must be responsible for informing the practice of any change of details.

SW stated that we must understand the term deregistered. Humber will deregister patients if their behaviour is bad, the team will write and warn patients that if their behaviour continues, they will be deregistered this also includes comments made on social media.

JF mentioned that at the previous PPG meeting, the practice had stated 3 letters would be sent, was this still correct?

SW stated that it depended on the level of abuse received as to how many letters were sent to the patient

EC asked for clarification around the terminology deregistered and deducted from the practice

SS stated that they get the number of deducted patients monthly, included in this were patients who asked to be removed through a change of address, deceased, registered at a different practice or were uncontactable. In August 58 new patients registered, 73 patients were deducted.

SS commented that on the new website patients can cancel appointments and via NHS app/text or telephone.

JF discussed membership of the 2 action groups, GW has joined the JJ/CH action group.

SK stated that he is the conduit for the PPG via the town council

HC stated that she attended the public meeting last week, where 24 people attended. She stated that she felt some false information had been given to attendees about the practice, for example:- 1) that there are only 5 doctors at the practice who are all locums and only work half days 2) no home visits are being made 3) complaints at the surgery are not dealt with. Regarding the last point, HC said that she had told the meeting of her own experience of sending in a complaint and getting a quick response, another lady also said she too had had a speedy response. SS said she would include responses to these comments in the practice update.

### **PPG AGM**

JF mentioned the PPG AGM planned for November and asked what members felt about this timing. After some discussion it was decided that the PPG AGM planned for November would be delayed until January. The PPG would like to hold this meeting face to face however, at the present time, it was decided by the group that in order to protect all the people who may wish to attend it would be necessary to have a short postponement. The PPG wants to protect all attendees, and some attendees would not have the technology to be present virtually. In order to make the meeting accessible to all, it was decided to create a subgroup to work on the AGM being a hybrid meeting for both actual and virtual attendees to be held in January. This gives time to plan a suitable venue,

hopefully the practice, and the technology to be in place for those wishing to attend virtually. The subgroup was set up and a date for the meeting will be arranged by tomorrow.

### **Practice update**

SS The CQC have completed their inspection, verbally it has been positive, the final report will be shared when available. The CQC were really impressed that the PPG had continued to meet through the pandemic virtually, with many practices, this had not been the case. The practice website is up and running now and is much easier to follow and will be altered to include the PPG information. In August there were 5885 consultations and 3462 were face to face with 67 Did Not Attend. Humber have a new SOP which will be for practices to contact regular DNA`s. There were 74 home visits in August, 675 engage consultations.

There have been compliments made about the practice staff via cards, letters with chocolates and biscuits being left at the surgery.

Unfortunately, two permanent GPs are leaving the practice. Dr Moreno left earlier than expected due to concerns regarding comments made on social media. Dr Saad is leaving in December, also citing the issues with social media. A new GP is joining the practice in the next 2 weeks working 4 days a week. Dr Budd, a locum at the practice, is no longer prepared to work at the practice due to the negativity on social media. A new Advanced Nurse Practitioner, (Donna) started on Sept 20<sup>th</sup>, Rachel and Matthew have joined the admin team and Julie has left; 2 more admin staff are starting soon, just waiting for contracts to be signed.

The waiting room capacity has 10 downstairs and 9 upstairs, there is an interactive patient board in the waiting room along with a new dementia chair. There are posters and leaflets available in the surgery about tackling abuse received within the practice. The flu clinics for under 64`s has been completed and over 65`s is starting soon. The abuse directed towards the staff has not lessened since last meeting. PPG members expressed their continued disapproval regarding such abuse.

### **Get involved**

JF told the group about the "Get involved" site which is available for people to become involved with East Riding Clinical Commissioning Group [www.eastridingofyorkshireccg.nhs.uk](http://www.eastridingofyorkshireccg.nhs.uk)

### **AOB**

JF reported that a patient could not submit an engageconsult administrative message and contacted engagehealth, (who provide this service). They informed him that the service only works from 6am-3pm on weekdays for Market Weighton Practice

SS responded by saying engageconsult is available anytime, however there had been some issues since the new practice website had been launched and these are being resolved. SS is not aware of any other problems as there are always a lot of engageconsult messages on Monday mornings, so it couldn't just be operating weekdays. SW asked JF to forward the patient's emails, which he had agreed to.

HC asked how many permanent GPs were at the practice. SS responded that there will be 5. Dr Barathan, Dr Saad (leaving in Dec), Dr Burns, Dr Key (maternity leave) and a new GP starting in a fortnight. As Dr Saad is leaving, an advert is being put out for another permanent GP. All information about staffing is available on the practice website.

BP gave positive feedback about the new male receptionist

EC reported a positive experience at the surgery, having not used the practice in over 2 years

JF said that she had an excellent appointment with a locum GP at the practice

JF informed the group that, after being a loyal and valued member of the PPG since its inception, Deborah Tomkinson has decided to give in her resignation. She thanked Deborah for her input and the members all wished her well.

AGM Subgroup date to be confirmed.

The next PPG Committee meeting will be on December 15<sup>th</sup> at 12.30pm – to be held virtually or face to face, depending on the circumstances.

Meeting closed at 14.15pm