

Minutes from Virtual PPG meeting Tuesday 1st December 2020 at 12.30pm

Attendees

Joan Fletcher (chair), Susan Smith (Practice Manager), Erica Cross (note taker), Stuart Curwen, Barbara Pace, Sue Strangeway(SStr), Susan Loft (Assistant Practice Manager), Graham Ward, Stephen King, Dr Barathan(GP),Karen Berry, Hilary Chester, Ruby Watson, Asha Singh(community link worker), Matt Barton (Health trainer)

Apologies

JF welcomed everyone to the meeting, discussed the protocol for meeting & minutes from previous meeting.

AS introduced herself as the new Community Link worker working Thursday and Fridays and MB Health Trainer working at the practice on Tuesdays.

Previous meeting minutes – agreed with one with one amendment requested from GW where it stated Trust website showing incorrect practice details this should read NHS website.

Updates

SS – telephone update – queue position now played every minute, comfort message, (on line services available), is played every 10 minutes with a request for patients to ring for results after 11am. Volume of calls have decreased early morning with a noticeable drop in calls between 8-9am. After 11am call volumes have increased with 12-1pm seeing the biggest increase.

JF asked if this information was helpful?

SS responded that the Practice has been amending the admin rota but noted main volume of calls are still 8-9am

SC – noted that results can be obtained online

SS – stated that patients can access test results online via NHS app and that there had been 92 patients signing up for the App. Patients can book appointments and obtain results, the practice are asking the HCA's to promote this service.

GW asked if there had been any resolution to how the call calculations had been made?

SS – stated that previously there was incorrect information received from Humber. From May to Oct the practice had answered 54609 calls and made 24 803 calls

GW asked about average call and wait times

SS - responded to say that the call board shows average wait times, but the practice was not given data for the last 6 months, the practice can now run their own data via a portal

SL - stated the figures initially were inaccurate as it showed all practices average time.

SS - stated that reports run this morning showed Nov-Dec 4644 incoming calls and average answer time was 8 minutes (getting through and speaking to an individual)

JF Asked if there were any other comments – none received

AS/MB left the meeting at 12.50pm

JF asked if there were any other concerns

JF on behalf on SK reported that a patient had been taken into hospital following a blood test earlier in the day and that the patient's daughter-in-law had seen the ambulance at 7.30pm but not been informed .SK was asking on behalf of the patient's family what is the procedure, who arranged the ambulance?

SS – As to who called the ambulance, it would not have been the practice

JF - stated that the patient's daughter in law wanted to know what the procedure would have been. The patient had dementia and the blood test had been done at 2.15pm, the ambulance arrived at the patient's home, but no family member had been informed and they have requested it be mentioned at the PPG. The surgery did not call or sanction the ambulance call.

JB – Bloods could have been taken and then Out of Hours GP notified of abnormality. Although she was not too sure of the procedure it could have been that the Out of Hours GP called an ambulance. If permission had been given, within hours the family would have been notified of the admission. JB was unsure if the Out of Hours GP would know who to inform. On arrival at hospital, the hospital would have informed the family. It should be flagged in patient notes about informing the family and it was a good point to have raised.

SK – the family don't know why they weren't informed

JB – Not too sure what access the Out of Hours GP has to patient notes, but would hope once the patient got to hospital the family would have been informed

SK – someone didn't inform the family of the situation

SS – The hospital would have their own complaints system that the family can use

SK – Family intend to do this

JF – asked if there were any other comments – none received

AOB

JF – notified the group that recently there have been 66 people who have registered an interest in joining the PPG following the recent survey sent out by Humber. She asked the group for their thoughts and concerns as we wouldn't be able to have 66 additional people on the PPG Committee.

BP - asked if there were any different demographics?

SS - responded that they have not received specifics but suggested a responding email with the role of the PPG included so the people were better informed

JF - agreed it should not be ignored given the amount of interest

SK – suggested an email thank you with the minutes from PPG meetings

SS – suggested an understanding what the role of the PPG as people had responded to a survey. It could be that aggrieved people wanting to air individual concerns. This is not the role of individuals within the PPG.

JF – responded and agreed, stating that the PPG is not for individual complaints, but works on behalf of all patients.

SStr – stated she was concerned that people had shown concern, if we are saying no, why is the PPG information still on website and that the PPG could be perceived as an inclusive club

JF – stated that as we don't know the reasons for people wishing to join, we could put together a virtual members group

HC – suggested perhaps asking them what they could offer the group and why they want to join.

GW – asked who does the data belong to i.e. email addresses as Humber sent it out

SS – it was via the survey and the data could be shared. All agreed the 66 to be contacted by the PPG via the surgery. JF will put together an email and send it to Committee members for comments/suggestions.

JF – stated that although the Public engagement meeting is and is on Dec 7th advertised on Humber TFT website, twitter and Facebook she was concerned that not many people locally knew about it

KB - stated it has been advertised

HC – it was only on social media, but stated the vicar had told her

SS – stated that is a Humber event promoted on twitter and Facebook and has requested it goes on the practice website. Boots/Cohens have been emailed a poster and Tesco have been contacted too.

JF – requested an invitation as she is speaking on behalf of the PPG Committee

SS – stated the need to request the link from Humber but she would forward a link to all PPG members

SK – asked as it is a public meeting, what was going to be discussed?

SS – responded that all the information via social media says what the event is about

SK – stated that it would have been more useful in a more acceptable form rather than twitter and Facebook

SS – stated that it had been discussed at previous meetings not too sure if Peter Hemmerman know about the meeting

SK – Town council were unaware but was happy to share the information

SS - stated that it is not on the practice website, but the practice has shared as much as possible – text and letter just not possible and appreciated that not all can access the information.

JF - asked who is chairing the meeting

SS – responded Mandy Dawley

BP- stated the meeting time 6.15-7.30pm

JF - asked how many could register?

SS - responded 250

JF – requested the meeting link

SS – stated that Humber are controlling the email requests

JF - asked who was speaking

SS – responded from Humber Lynn Parkinson Chief Operating Officer, Health Trainer, Dr Barathan, Sue Smith, Healthwatch and Sue Wardlow

SC – asked if there would be any opportunities for members of the public to speak

SS – responded that Mandy Dawley is controlling the meeting and there would not be a Q&A as it was a meeting to inform patients what the practice is doing

EC- asked if the improvements to the telephone system would be reported

SS - responded yes

GW - asked if appointments would be discussed at the next meeting

JF - responded and said this matter would be discussed at the next meeting

SK – stated he would let Peter Hemmerman know that the telephone issues have been discussed and actions put in place.

SC – stated he had checked twice today, and that the next available appointment was Dec 14th and noted a lack of online appointments

SS - responded that some same day appointments had been released, they are released at 7am on the day and that the online appointments do get booked up.

SS – confirmed the public engagement meeting was now available on the practice website

JF – confirmed that PPG members would be sent the link for the meeting

SS/SL - reported they staff are getting daily abuse. This will be mentioned at the meeting on Monday. They are doing their best and it not acceptable for either receptionists or clinicians. It is not fair to take frustrations out on the staff.

JF thanked everyone for attending and closed the meeting at 13.38pm.

Next Virtual PPG Meeting to be held on Tuesday 19th January 2021 at 12-30pm. SS will send out the invitations.