

PPG Minutes, 11th July, 2024

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

- 1. Chairman's Welcome.** Mick welcomed everyone to the meeting. He reported that both Carole and David Jefferson had contracted Covid and were isolating, Anne had family arriving to stay but sent her best wishes to everyone for a nice summer and Emilene needed to collect her son from school. Her husband would be away on business.
- 2. Those Present.** Sandra Mould, Ian Farnfield, David Meredith, Paul Hanlon, Mick Gregory, Peter Lewis, Melissa Hadfield, Helen Davison, Bhasker Khatri
- 3. Apologies received.** Carole Jefferson, David Jefferson, Anne Lockley, Emilene Zitkus.
- 4. Approval of minutes of last meeting and matters arising.** The minutes were agreed to be an accurate record of the last meeting. There were no matters arising not on the agenda or wouldn't be picked up in Practice news.
- 5. The Corkill Award 2024.** Mick Explained the history of the award and that it is awarded by the National Association of Patient Participation (NAPP). The focus for applications for the award from member PPG's for this year are on the theme of how PPG's have contributed to the improvement in the quality of care and the patient experience. The winning PPG will receive a prize of £400 and the runner up £100. Short listed PPG's will receive local and national recognition including special member bulletins. The closing date for applications is 16th October, and the award presentation being on November 16th. Mick felt that an area we could apply on was in the work we did on the new appointment system. He highlighted areas around meetings with Paul, listening to messages and making recommendations, questioning patients at the flu clinic and writing a report. Revising the process based on the information received. The members were in favour of moving forward with this.

Mick suggested that the management group should work on the application and bring it back to the full meeting for endorsement.

6. Project Groups update.

Review of standard letters. Helen reported that all the communications had been reviewed including the standard text messages that are sent. Mick expressed his thanks to all the group members, Helen, Bhasker, David Meredith and David Jefferson.

Website Review. Mick had looked at the website and said that one way forward with the review was to break down the content into small project areas with maybe 2 members reviewing a particular area and then feeding back to the project group. Helen and Ian agreed to look at an area. Mick will contact them as soon as Ian returns from holiday. Paul was asked if website changes could be made internally. He said that content could but design aspects needed to be dealt with externally. He went on to say that the NHS is driving for a change to make all Practice websites look the same. He said that there is wide reluctance to this.

7. Practice and Federation Updates and News. Paul reported that the Practice priorities were still around refining processes in 3 main areas. The annual review system, appointments system, and the receipt and the processing of patient letters. All 3 systems have been revised recently and it is now about refining them to get them running smoothly.

It was reported that several patients ring in to express concern about the appointment system. Paul said that when Patients are spoken to on a one-to-one basis and the reasoning is given to them, they fully understand it. He went on to say that they were hoping to send a link to a friends and family questionnaire to patients to enable them to get more timely evidence on patient's experiences. This link is being worked on and is hoped to be live next month.

A question was raised about the communications letter that is to go to patients. We were told that this work was being addressed by the Federation, and that now the election is over it will move towards completion quickly. There was some confusion as to whether patients would get 2 letters, one from the Practice and one from the Federation. It was confirmed that only 1 letter will go out but the work on the project was being led by the Federation. As soon as it is ready Paul will let us have a copy.

Paul reported that sickness level across both clinical and admin staff was higher than the normal average for the time of year but was reflective of similar levels across the whole health economy.

Flu vaccinations will be available again later in the year. Date not known yet but expected September/ October. A further vaccination to protect from Respiratory Syncytial Virus (RSV) has been launched by the NHS and will be offered to eligible patients, it was noted that this cannot be administered at the same time as the flu vaccine. Also, an Autumn Programme of Covid boosters is to be offered for eligible patients.

At the recent Partners meeting they discussed the appointments system and recommended a revised cut off time for the receipt of electronic forms. This will now close at 12.30 moving it from 15.30. Paul said that recently there had been an increase in the number of acute appointments being requested via this route. The Partners felt that by closing earlier it would reduce this risk, as patients would then have to ring in and would get appropriate signposting to receive care. On a Monday one GP deals with all the electronic requests all day, numbers are higher on Mondays. Tuesday to Friday one GP reviews forms until lunch and then does home visits and returns to review any forms that have come through. There was a lot of discussion from members expressing concern at the early closure. Concerns that some people would not be able to go on-line if at work to fill out a request. Following discussion, a suggestion of moving to 1pm was made. Other discussion took place around the communication with patients of the new message and ways to do it. Paul agreed to take our concerns back and to draft a communication message and let us see it. A suggestion was made around a sign in the waiting rooms saying how many GP's were on duty on a particular day, and how many patients were seen yesterday, along with other information. This whole matter stimulated a lot of discussion and the chairman allowed a longer period than was allocated to ensure everyone had the opportunity to speak.

8. Meetings attended. No meetings had been attended to report on. Mick reminded members that the PPG Network meeting will be held on-line on Thursday July 25th. The speaker will be the CEO of the ICB. Also, at that meeting some data will be provided following the recent GP survey 29000 returns had been made.

9. Visiting Speakers. Speakers for September and November were as shown in the agenda.

10. Following the meeting those who were able to stay enjoyed a lovely Fuddle to close our programme of meetings before we restart in September.

11. The date of the next meeting is September 12th 2024

12. AOB. Must be notified to the Chair before the start of the next meeting.

Thank you, Paul, for your continued support and your work on our behalf

Minutes agreed and signed as correct..... (Chair) Date.....