



15th May 2023 12:30-13:30
IWMP Patient Reference Group Meeting

Attendees:

Geoff Brown (GB) - Chair
Alan Miles (AM)
Neil Scarlett (NS)

Rachael Pengelly (RP)
Annika Gilljam (AG)
Clive Loughlin (CL)

Dr Chris Lachman (CML)
Ian (Edward) Shepherd (IS)

Absentees:

Dr David Cockshoot (DC)
Helen Whitman (HW)

Sue Field (SF)
Marieke Koenhorst (MK)

Jan Helbert (JH)

Agenda:

1) Apologies for Absence

Apologies were received from Dr David Cockshoot and Sue Field.

2) Introductions

There were no new attendees.

3) Declaration of Interest

There were no such declarations.

4) Minutes of meeting 20 February 2023 and matters arising.

The minutes were accepted as a true record of the meeting.

There were four (4) matters arising.

Did Not Attend Policy

The Policy has been updated and is now in use.

ACTION: RP to check that the text/SMS reminders are working and being used.

Patient Records

RP provided an update on Patient Records regarding investigating partial access (for example if a patient just wanted to access Medical Test Results). The system provided is an NHS app and there is no flexibility for change. There is no provision for partial access.

Appointments

At meeting 20/2/23 there was extensive discussion regarding System Online Appointment Booking specifically relating to telephone appointments with the Pharmacist Hamzah Farooq.

RP advised that at the time whilst System Online offered a time the actual mode of operation at the practice was for the Pharmacist to work through a list in order, calling back if they couldn't get through.

As reported System Online is an external product and does not offer the flexibility to accommodate the way the Pharmacist operates.

The option to book Pharmacist appointments via System Online has been removed.

Patients can now telephone in and ask for an appointment for a telephone consultation with the Pharmacist and will be provided with a 2-hour time window for an agreed date and time.

Additional Note: The Practice will also be booking patients for an internal review for example when a long-term prescription comes up for review. These are also booked in as appointments although it is not necessary to discuss with the patient.

Complaints Procedure.

RP confirmed that a link to the Complaints Form is now on the web site.

5) Junior Doctors Dispute/Strikes

The PPG was updated. For clarification a Junior Doctor is ANY qualified Doctor who isn't a fully qualified GP or a Consultant.

Strikes have only impacted the Practice in terms of the Trainee's. At worst the Practice has had 2 GP's available rather than the normal target of 5.

For the record, Practice Nurses have not been taking industrial action.

6) Practice Newsletter

It was suggested that the Practice reinstitute a newsletter. This should be at least bi-annually based around key times in the calendar (Spring and Autumn) – for example just after new trainee intake would be a good time to introduce new staff. It was accepted that capacity to deliver the newsletter was an issue, especially for the Clinicians. The Chair did report that the last newsletter had been very well received.

The meeting resolved to attempt to revive the newsletter.

The suggested contents would be:

General news on practice (new starters, leavers, new services etc.)

Some FAQ's – perhaps 6

Some suggestions for the first Newsletter include:

Telephone v Face to Face Consultations

Telephone consultations have proved to be popular with patients, and more so that with the Doctors.

The uptake in telephone consultations has been much higher post COVID as the general population have become accustomed to remote/none face to face transactions in all aspects of life.

How busy the Practice is.

Provide some information on how much busier the Practice is compared to before COVID.

Also explain how cramped for space the practice is now. (Note: The adjoining practice has rented additional space in town as they are not overspilling the available space in the building).

It was suggested that the PPG should assist with the newsletter. CL agreed to draft the first one.

ACTION: CL to draft PPG input to newsletter

It was further agreed that the 60 Virtual PPG (VPPG) members be included in consultations on the benefits/value and possible content of a newsletter.

ACTION: CL to liaise with RP on consulting with VPPG

7) AOB

There were two (2) items raised under AOB.

Continuous Improvement

CL asked if the Practice used any system of Continuous Improvement such as Kaizen or Six Sigma, and if not, would there be value in adopting such a system.

After a discussion it was concluded that the Practice does adopt a philosophy of continuous improvement and no further action is required.

Review of Recent COVID Vaccination Clinic

The Practice had recently held a walk-in clinic for 450 patients who had been identified based on the NHS requirements for elderly and vulnerable patients to receive a booster.

As a result of the problems encountered on the day a major review is being undertaken on how the Practice delivers mass vaccinations in future.

The Clinic was due to open at 0830am. By 0750am there were already long queues outside and the massive queues of people (all elderly and some very frail with mobility issues) remained all morning.

At the PPG a number of ideas were put forward for consideration and were noted by RP, one of which included the use of NHS Responders to act as stewards/crowd control. RP indicated that she would investigate how to access this additional volunteer resource.

ACTION: Practice to update PPG on thoughts and revised procedure for vaccinations on conclusion of review process.

8) Conclusion & next meeting

The meeting concluded at 13:35

Items for the next meeting agenda to be forwarded to RP before 30 August

Next meeting: 11th September 2023 12:30 Neil Scarlett has agreed to be permanent Minutes Secretary if nobody objects.

ACTION LOG 15 May 2023

What	Who	Status/When
Check Text/SMS in use for Did Not Attend	RP	Carry over from 20/2/23 ASP
Draft first newsletter to be published in Autumn 2023	CL	New action. Oct 2023
Share newsletter to personal contacts who use the Practice	ALL PPG	New action Oct 2023
Consult on newsletter with VPPG	CL	New action Before next meeting.
Updated PPG on conclusion of review of mass vaccination procedures.	RP	New action. Ongoing update at PPG?