

Dr PAA Wood & Partners

**Patient Participation Group Meeting
Minutes of Teams meeting Wednesday 6th April 2022
Park Farm Medical Centre, Allestree, Derby**

Meeting opened at 7pm.

Present: Dr Paul Wood, Geraldine Comery Practice Manager, Margot Keats, William Keats, Richard Smith, Suzanne – apologies no surname on screen, Andrew Ronaldson, Roger Haylett, Fiona McMahon, Glenda Youde, Val Haylett Chair

Apologies: Sue Ekins

Val Haylett agreed to be Minute Secretary for this meeting

Val welcomed everyone to the meeting. The last meetings minutes were confirmed.

Practice Update - Geraldine Comery, Practice Manager

The Practice is continuing to search for a salaried GP. They are currently reviewing 3 applicants to see if they meet the Practice requirements.

Patients are being asked to please be patient with the reception team at present. The Practice team is reduced by a couple of receptionists, one person has left, and others are reducing their hours. The Practice is trying to recruit, along with lots of other Practices. Good candidates are thin of the ground, they are hoping for someone who will work well with the Practice team and work under pressure. This job is not an easy job it has lots of variation in the work and lots of knowledge to be learnt about new services that have been put in place, like First Contact Physio and the Pharmacy appointment booking.

As mentioned at the last meeting, Geraldine is going into semi-retirement. A replacement has been chosen; no name given at present as the Practice is still going through all the employment procedures, it will be a gentleman. Geraldine will be working full time until the end of June and he will take over, hopefully the 2nd week in July. Geraldine will then carry on for 6 months to continue with the finance for the Practice and the also Primary Care Network, which is 11 Practices, which she already does. That will take until the end of the year, allowing her to provide support for the new Practice Manager.

The Practice is signed up to do the next round of spring booster jabs for Covid. The appointments are currently being organised; the appointments are probably going to be Tuesdays. The Practice will also deliver the booster to nursing and house bound patients as well. They are waiting for the vaccines to be delivered.

A question was raised re the suggested new hub at Mackworth that could affect the Vernon St Practice. Geraldine responded that things have moved on a little, the first report has been completed and that has been signed off by NHS England and the CCG. This will now go to the next stage of reporting which would involve architects, the council etc for the site. It is still not confirmed this will go ahead.

The Practice is increasing its boundary a little way to include the Kedleston Estate. The area is within the Practice "soft" boundary, which is just on the edge of the current hard boundary, and this Practice is the closest to the new housing estate. This will only slightly move the boundary. No questions or objections were raised to this proposal, which had also been mentioned in a previous meeting.

A question was raised about how many clinicians are currently in the Practice. Geraldine answered, there are 7 Partners, 1 salaried GP, and currently trying to recruit another salaried GP. There are 6 in the nursing team, 5 nurses and 1 HCA. The Practice has 2 PCN pharmacists allocated. They do things like medication reviews, help with flu campaign, they also help with the Nursing home and home bound spring covid booster. A 3rd pharmacist is being allocated specifically to the care homes; this means prescription queries from the care homes can go directly to the pharmacist from the GP. There is also first contact physio and soon they hope to introduce a first contact mental health.

A question was raised about a GP at Vernon St wearing scrubs when seeing a patient. Geraldine responded that all staff, including receptionists, admin staff, nurses and GPs have been in scrubs all throughout Covid for infection control purposes. The scrubs were made by volunteers and John Brindley company, and this was helpful to staff. It is only very recently that the reception team have gone back into their uniform and admin staff have also gone back into normal civvies. The nurses have decided to stay in scrubs and the GPs change between normal clothes and scrubs depending on how many patients they are seeing F2F or if they are doing procedures etc.

A comment was made about the web site enabling patients to communicate with the GP, have a mini conversation and also giving the ability to send pictures. This has all worked really well, and the member was very pleased with the result. Geraldine commented that this was a feature where you can ask a question of a GP or a nurse and receive an answer back. The conversation and the pictures can be saved to the patient record. There is time built into the GP rota to allow time for those questions to be answered. Another member commented that sometimes all you require is to ask a question and receive an answer, you do not need to talk or see a GP or nurse, so this is excellent functionality.

A question was raised about is there any collation of the figures about how many phone calls etc it saves the Practice? The question on the web site asks if you hadn't been able to request online advice what would you have done - Phone, in person, email? Geraldine responded that they could obtain statistics but currently have not been doing so. They do regularly check what balance they have between F2F and routine or urgent telephone triage consultations, and which clinicians these are between. They do review feedback from the website. Dr Wood said one learning item from the pandemic and Covid has been the new ways of communicating with patients and vice versa. The Practice hasn't yet had chance to do detailed analysis, which would probably be a very useful thing to do. The ability for patients to send in a query which can then be answered by a sensible response or send in photographs which can be looked at and if the quality is good, you can make a clinical decision or if not then you can bring the patient for a F2F. This system does save time for both the clinician and the patient. The text system is also good. If the Practice receives a letter from the hospital saying the patient's medication is to be changed then the Practice can text the patient advising them to collect new prescription. The current balance of seeing patients F2F and phone calls etc is under constant review right across the whole profession.

Val gave an outline regarding Joined Up Care Derbyshire; we try to forward their emails regularly to PPG members inviting them to join in. Currently JUCD are advising patients that sometimes the best option when you contact the GP practice is not always to see the GP. There is First Contact Physio, a pharmacist appointment, or the Social Prescriber. It can mean earlier, quicker advice from the best person to answer your questions. It is a new way of thinking that the future brings. JUCD are asking members of the public to answer questions to let them know what patients would like from the NHS and GP's and what they would like to expect from new services. There is a Citizens Panel that anyone over the age of 16 can join. This can involve chat rooms, meetings, and questionnaires. Anyone wishing more information can contact Val directly val.haylett@nhs.net or via the Practice office. The direct link for the panel is <https://joinedupcarederbyshire.co.uk/get-involved/citizens-panel>

Geraldine

The Practice has recently had 2 staff members off ill with covid. This affects the whole Practice. Although the public have relaxed rules and there are no isolation rules, the Practice, along with the whole NHS, still retains Covid rules and isolation. The intercom will continue to be used at Park Farm Medical Centre and it is still a covid secure building. At Vernon Street, the door can be open due a smaller footfall and the noise of the passing traffic can make hearing via the intercom difficult. Masks must still be used at both Practices for both patients and staff.

The next PPG meeting should be the 6th July 2022, however, Geraldine will be on holiday at that time. If the meeting was moved to 20th July 2022, then Geraldine could then introduce the new Practice Manager to the group. It was agreed.

Future Meeting Dates: (on Teams until further notice)

Wednesday, 6th July 2022 – the speaker will be Dr McKay re City Team Up Initiative

Wednesday, 5th October 2022

Wednesday, 4th January 2023