

Park Farm Medical Centre & Vernon Street Surgery

PATIENT PARTICIPTATION GROUP

Minutes of Meeting face to face and live via Teams Wednesday 5th October

Meeting opened at 7pm

Present : Dr Robert McDermott, Simon Jones Practice Manager, Val Haylett Chair, Kellie Townes Livewell, Nigel Aspdin, Vanda Vickers, Richard Smith, Glenda Youde, Roger Haylett, Margo Keats, William Keats

Apologies – Nil

Vanda Vickers agreed to minute

Dr McDermott welcomed everyone to the meeting but unfortunately left the meeting early due to an emergency.

Livewell: Presentation by Kellie Townes Derby City Council's Well-Being Service.

Kellie introduced the Derby Livewell – a service for Derby GP registered people who wanted support with weight management, stopping smoking or a NHS Health Check. Kellie showed a video and slides explaining how the service worked. Livewell is Public Health funded. It helps support people who are committed to a lifestyle change. A wide variety of supported activities are on offer for 18yrs and over - from walking groups, exercise sessions, use of leisure facilities, ladies only groups. Stop Smoking support for 12yrs and over includes face to face or telephone support at clinics across the city for 10 weeks. Over £200 worth of NRT Nicotine Replacement Therapy is available. Whilst numbers smoking have decreased in adults, there is an increase in much younger smokers. NHS Health Checks are available to 40-74 year olds with no pre-existing condition. It is a 30 minute check for cholesterol, diabetes and blood pressure. This information is from a pin-prick blood test. This enables a Heart Age to be given and a CVD Cardiovascular Disease risk in the next 10 years. 75yrs and over can request a health check every 12 months.

Self-refer via the Livewell website www.livewellderby.co.uk or ring 01332 641254. More information on the website, Twitter, Facebook and YouTube.

Q&A

- Do you have to provide photographs for online applications?

No – any problems trying online ring 01332 641254 to be registered

- Are the walking groups local?

Wellbeing works in partnership with Ramblers . Whilst there isn't a group working from Allestree there are groups in Normanton, City Centre and Chaddesden –see more information on Livewell website or www.ramblers.org.uk.

- Do you help Vapers to quit?

We do encourage stopping but do not have the funding to supply Vape Replacement Therapy.

- I've noticed inpatients just outside hospital doorways actively smoking. I myself have had difficulty stopping smoking in the workplace, what can be done?

We offer support, Nicotine patches are supplied to patients. Vulnerable patients and pregnant mums are offered support.

Val thanked Kellie for the very interesting and informative presentation and for the Patient Participation Group Members questions. The presentation will be sent out with the minutes.

Minutes of previous Meeting 20/07/22 agreed

Practice Update – Simon Jones, Practice Manager

Simon took over from Geraldine on 25th July. There have already been meetings to discuss PPG business, there is a need for more publicity regarding PPG from the Practice. It is good to see the group face to face and online.

Covid Booster and Flu vaccines – to be co-administered, meaning one in each arm at the same session. It is the patient's choice. It is felt it is less disruptive for patients – just one trip to the Practice. So far it has been going well but there were some teething problems. Some patients trying to book online appointments found non available. Clinicians are allocated 6 minutes per patient [as opposed to 2 minutes for Flu only] Extra time is needed not only for the injection itself but also it requires 2 separate system inputs. Over 65s and the most vulnerable have been prioritised. More Saturday clinics have been arranged along with additional clinician shifts to accommodate and PCN Pharmacists are administering vaccines in Care Homes and for the housebound. The vast majority have been covered 50% of housebound patients have been done; the next 50% will have been covered in the week. Simon apologised to anyone who has had difficulty making appointments.

Staffing – Dr Wood has retired from the practice. All were sorry to see him go, but he will be asked to do locum work if he can.

Dr Areudon Okotie has joined the practice working 3 days per week across both sites.

Two experienced Registrars Dr Ojo and Dr Ibidun have also joined the practice.

We still want to increase the number of GPs. We have a very good reputation and are a Visa Sponsorship employer, but recruitment is proving difficult not only here but across the NHS for GPs, nurses, and receptionists. There is a particularly high turnover of receptionists nationally. It is a stressful job, and they are under a lot of pressure. Our receptionists are trained to be polite, professional, and respectful in the face of any abuse or difficulties they might encounter. We currently have 2 new receptionists with another joining the team soon.

We are actively recruiting Primary Care Network staff across the 11 Practices.

We are happy to say Geraldine is still supporting the Practice working as the Practice Business Manager.

Patient Appointment availability – at this Practice we pride ourselves in prioritising urgent on the day appointments. 2 triage GPs deals with the daily list. Sometimes it may be full by midday but on some occasions, patients seeking urgent responses can still get appointments by ringing up to 4pm. This may mean routine appointments take longer to get. Other Practices chose to prioritise routine over urgent appointment allocation.

Patients are having trouble getting through on the phone – the line cuts off/is engaged. The phone system is failing to direct incoming calls to both surgery sites exacerbating the problem. Simon investigated the phone system and found we only have 6 queue slots, meaning if there are 6 waiting the line cuts off. A possibility is increasing the queuing slots to 10 or 15. This may mean a longer wait, but you are in the queuing system.

Simon asks for PPG Member input as to how they would feel about this.

Responses may be forwarded to val.haylett@nhs.net for discussion at the next meeting.

Patient Survey Report - postponed until next meeting

Q&A

- We have moved from calling the Practice 'Dr Wood and Partners' to 'Park Farm Medical Centre and Vernon St Surgery'. What is the legal title?

Legally the title is 'Dr N McKay and Partners' but patient facing documents are entitled 'Park Farm Medical Centre and Vernon St Surgery'

- I was given an appointment at Vernon St Surgery but had trouble locating the right one – there is another Medical Practice across the road.

We will look into clearer signage.

Any other business

- There doesn't appear to be any information about PPG recruitment on waiting rooms notice boards.

We will investigate that.

All PPG members ideas regarding recruitment welcome.

Responses may be forwarded to val.haylett@nhs.net for discussion at the next meeting.

- Mr Aspdin commented that he had sent a letter of complaint addressed to Dr Wood but received a reply signed by the Practice Manager. He felt if something is directly addressed to a Partner it should be signed off by a Partner.

All direct correspondence to Partners is read and responses considered by Partners. An efficient use of Partner's time is to then pass administration of reply to the Practice Manager

- Mr Aspdin queried the very prominent signs in the surgeries to the effect that abuse to staff will not be tolerated etc, he felt that some patients may find this offensive.
- Unfortunately, many front facing services receive abuse from the public daily. To try to affect effective de-escalation passive reminder notices are displayed.

Val thanked everyone for attending and in particular thanked Vanda Vickers for taking the minutes.

Post meeting note

Val and Simon had a discussion regarding the fact that staff felt vulnerable and had requested support re abuse however, they both agreed that new signs that the NHs have now shared could be trialled in place of the old signs.

Meeting closed 8.10pm

Meeting Dates

Wednesday, 11th January 2023 – 1 week later than usual due to Christmas/New Year holidays.

Wednesday 5th April 2023

Wednesday 5th July 2023