

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 9th October 2024

The meeting opened at 19.00, on both 'face to face' at Park Farm Medical Centre, and on Teams.

Attendees: Dr Niall McKay Lead Partner, Roger Haylett, Val Haylett, Glenda Youde, Sue Ekins, Simon Jones, Andy Ronaldson, Eileen Pettitt, Ian Pettit, Raj Jogia, Richard Smith, Nigel Aspdin, Vanda Vickers

Val Haylett (Chair) welcomed everyone to the meeting. Good turn out

Apologies – Dav Anand, Margo Keats, Bill Keats, Lynn Marley

The minutes of the previous meeting in July were agreed.

Matters Arising & Actions from the last meeting-

Simon Jones, Practice Manager

- Ramp at front of Park Farm Medical Centre – The ramp joins the next-door property [no longer the Centre Management Office]. Where it drops it goes onto the neighbouring property. There is not a lot of room – a possible solution could be a dual ramp for both properties. There is a need to consult the new neighbours. There are many other considerations before any work could be planned e.g. insurance, access etc. when it is icy. This is going to be a long process.
- Clock for upstairs waiting room at Park Farm Medical Centre – there is now a clock displayed on both tv screens up & downstairs, and at Vernon Street

Dr Niall McKay Lead Practitioner:

Lifestyle medicine – Determinants of Health Care to be discussed at a future meeting.

Collective Action – Dr McKay explained the background and what this means for Patients.

The Practice workload is unsustainable. This is not unique to our Practice; nationally 40% of GPs are actively planning to leave within the next 5 years. At a recent national ballot 98% of GPs voted to seek action. This does NOT mean striking or industrial action. Any changes to current practices are planned in a legal and ethical way.

GPs are asking for Hospitals to carry out their Contracted Work and for GPs to do the same and not have to pick up extra time-consuming duties. For example, following a hospital appointment a report/letter may be issued to GPs instructing

various follow ups – e.g. medication issues/ changes, blood tests, further referrals etc. – all extra work and these are the responsibility of the hospital not the GP. Currently GPs see 28 patients per day, plus all the non-facing tasks – e.g. amending patient records -70/90 per day, making referrals etc. working an 11 hour day with minimal breaks.

It is suggested a new limit of 26 appointments per day.

The huge workload can impact on case decision making. Dr McKay stressed his job is to keep patients healthy.

Incoming new software to support record keeping should help ease the burden.

Patients will not notice any difference in the services and in no way will there be any restrictions to access.

Simon Jones, Practice Manager, gave a Practice Update

- Flu & Covid jabs in progress – started in the last week – texts & letters going out. You can get both or flu but not Covid on its own – the Covid jab costs the Practice more [takes longer]. Dr McKay explained NHS/Pharmacy tariff - the drugs cost more than NHS tariff – a direct effect of Brexit – supply/border issues. This means for Covid only the practice would have to subsidise the jab. You can get Covid only at some Pharmacies.
- Staffing: 2 new registrars - we are a training practice so do get turnover of training GPs. More experienced ones stay for a whole year, those in the first year of two of GP training only stay with us for 4 months.
- Vernon St Surgery – expected to close for a week, extended to 2 weeks to carry out repair and maintenance work. Ceiling repaired, walls etc. painted. Work downstairs complete – more maintenance work on-going - on the stairs and structural work – this shouldn't affect patient experience. Lot of internal water damage – roof is now fixed. Old sycamore tree outside is causing a lot of leaf litter, etc in the gutters and on the roof. It is a listed building, and it is a protected tree – the tree is causing engineering damage to the building. The tree is inspected every 8 weeks. Some trimming has been carried out and hopefully the problem sorted, but more work will be necessary in the future.
- New Phone system is working well – people seem happy with it. Please let Simon know any feedback you have on the new system – the feedback form on website.
- Use of website consultation – it is an open triage system – usually not enough information is provided by patients for non-clinical staff to make a next steps decision – so a Clinician needs to further triage – this is an inefficient use of clinicians time. New software packages are being considered to improve the system for Patients and staff. The online/receptionist information coming in and responses are not automatically synced to case files. Fundamentally there are not enough staff/clinicians for appointment demand. There is not enough NHS funding, we are experiencing more & more demand with less & less funding. Patients have a greater complexity of need.
- A PPG member commented that despite this she felt she got a very good service.
- Annual complaint review:
20 official complaints – 4 fully Upheld, 9 Partially Upheld and 8 not Upheld. All complaints resolved.
Age of Patient;

0-19 1
20-59 11
60 and above 8
Status of Complaint:
Patient/Carer/Guardian 15
Carer 3
Other 2

Subject Area:
Appointment 2
Appointment availability/length 1
Clinical Treatment [including errors] 2
Communications 3
Delay in diagnosis 1
End of Life Care 1
Failure to diagnose 1
Follow-up Care 1
Prescribing Error 2
Prescription issues 2
Staff attitude/behaviour 4

Dr McKay & Simon respond to all complaints. They listen to all phone calls and log everything. All official and any negative feedback is responded to. It is perceived that often patients aren't fully aware of how the system works, leading to misunderstandings. There is broad spread of complaints, not just one area. Complaints are always taken seriously and resolved. We realise we are dealing with people at their most vulnerable

- First flu clinic has taken place. Note: the automated system doesn't always send confirmation of appointments. 3% did not attend - much lower than for GP appointments.

A.O.B:

- In relation to feedback:
If a GP issues a prescription, is it the GPs responsibility to tell the patient what it is for, how long it should be taken for & what follow up might be needed e.g. after 6 weeks check BP, etc.
Yes this should be communicated to patient.

Actions: None

Meeting closed 20.20

Next meeting

Wednesday 15th January 2025 at 7pm, in person in the meeting room at Park Farm Medical Centre and available on Teams.

Speakers, Sean and Ellie, the Practice social prescribers