

Dr PAA Wood & Partners

Patient Participation Group Meeting Minutes of Zoom meeting Wednesday 9th February 2022 Park Farm Medical Centre, Allestree, Derby

Meeting opened at 7pm.

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

Apologies: Dee Coulthurst, Carol Richardson

Val Haylett agreed to be Minute Secretary for this meeting

Val welcomed everyone to the meeting.

The last meetings minutes were confirmed. There was one matter arising. An update from Geraldine was requested regarding the press release in October 2021 about a public meeting for a strategic outline paper for primary estates within Mickleover and Mackworth in which our Practice would be involved.

Geraldine responded that things were progressing. There was recently an item in the local paper from the CCG that talks and investigations are ongoing for a potential new building for a GP Practice within the area of Mickleover. The area that the Practice would be involved with is the potential for a new GP Practice, that would have several Practices within it, at Mackworth. The statement of purpose has been completed, that now will go for various approvals from Partners of the different Practices, CCG, and it will go to a committee next week. If the approvals go through, then they would move on to a business case. The process will take quite a while as there are lots of hoops to get through. Some sites are being looked into but they are owned by the local Council Authority, that plus funding has to be taken into consideration.

A question was asked whether this new hub would give an impact onto the Park Farm Practice. Geraldine responded that this would not impact Park Farm Medical Practice site. Currently it is envisaged that this could impact on the Vernon St Practice. No more can be done to the building at Vernon St Practice, it is a listed building. There is no way for a lift to be installed. However, it may be that NHS England decides that the Vernon Street building has to stay with a new one built alongside.

Update from Geraldine

- In resourcing the Practice is expanding the Practice Nurse team. There will be a new practice nurse called Sophie, starting 1st March. This is good because of the scarce resources. She has not finished her qualification; she should be getting her results in February. She will join as a newly qualified Practice Nurse just finishing her degree. She will be trained through all the nurse items by the practice, such as immunisations and wound dressing and phlebotomy.
- Nic, the Health Care Assistant, has been accepted onto a nursing degree course. She is employed as a health care assistant, but she is at an associate nurse level, the nursing degree is her next development level. She may work some ad hoc hours while she does her degree. There is a possibility that when she completes her degree she would come back to the Practice.
- The Practice offered for a salaried GP post, unfortunately while the process was being completed he withdrew his application due to personal reasons. The Practice had now arranged further interviews.
- The reception team will have some changes. Two members wish to reduce their hours, so some additional staff will be recruited.
- The final change is that Geraldine will be going into semi-retirement as Practice Manager. At this point several members present expressed their regret at this announcement. Geraldine will work full time until the end of May when a new Practice Manager will commence. Geraldine will stay on for 6 months from June as the Business Manager to give support and allow the new manager time to settle in.
- Geraldine then asked the members present if anyone had used the First Contact Physio system that had been discussed at the October meeting. No one had used the system yet. A question was raised as to whether this was a private physio or NHS. Geraldine explained that if you contacted the Practice the receptionist would do a referral and all details and updates would come back to the Practice. The physio team see patients on the behalf of the Practice, they are not private. A question was asked about how you get a referral, would the patient see the physio or have a phone call. Geraldine explained that in the first instance you would receive a phone call and possibly some exercises recommended. However,

there are appointment times for the physio to see the patient. They can also make follow up appointments if required. The appointments could be at one of the 11 sites within the hub.

- A new access service is being looked at for mental health/anxiety or depression issues. This is in the very early stages. The details haven't been talked through yet and there is no approval yet. This would be through the 11 Practices. Potentially reception could again refer out in a similar way to the First Contact Physio system.
- The Practice has been sorting some early problems with the new Community Pharmacy referral system. The relationship between the Practice and the pharmacists needs building on and checking that the pharmacies have the resources to cope. The Practice receptionists are having to learn quite a lot for all the new schemes. No one present has yet used this new service although several had been to the pharmacy for advice. Full details of referrals etc are on the Practice website. This is not the old Pharmacist First. A question was asked about if you rang the Practice with for example an eye infection and the receptionist said you would be referred to the pharmacy, would the pharmacy be in Allestree and local area? – yes, many local pharmacies have signed up to the scheme. The receptionist would complete a referral form, like a hospital referral, for the pharmacist, and you would be seen within the same or the next day. Information following the appointment would be fed back to the Practice. Several pharmacies are being linked into in the local area. This is a new idea and will take time but should ensure that patients see the most appropriate clinician within a good timescale. Several members present said they had been to see a pharmacist before with a problem and felt they had had good advice.

Val then said that 3 email questions had been received from members.

- Q1 Is the Practice taking on all the new residents from the new housing estate on Kedleston Road and will this impact on the service.
- Dr Wood - The Kedleston Rd estate is within the Practice area, the Practice has a duty to accept patients. Not all residents will wish to move to the Practice, they may stay with their existing Practice within the area. If there is an increase in patient numbers, then the Practice will need to address this in terms of staffing etc.
- Q2 the Press has said GP's are not doing the health checks, well man/woman etc. Is our Practice still doing these checks?
- Dr Wood - as usual do not believe all you read in the press. We have had to work differently but have not stopped doing this work. The way the Practice has worked has changed. For people with asthma, hypertension, COPD and diabetes etc they have been managed by a mixture of telephone reviews and F2F reviews. One positive action has been having patients self-manage and monitoring, i.e. doing their own blood pressures and peak flows if they have asthma. Even during the vaccination phase there was still long-term condition work going on.
- Q3 When can we meet in person again, please as I don't like online meetings?
- Geraldine – some small meetings have been taking place at the Practice. There are 12 people on this meeting so there could be a possibility of meeting, well-spaced out in the Practice building upstairs with the windows and doors open. It was raised that in person there used to be at least 20-25 people attending which would give a problem re spacing and ventilation. Dr Wood said this was like a small child in the back of the car question, no we are not quite there yet! The general attendance at the PPG meetings was of an older age group and/or the vulnerable so F2F would be difficult yet. The idea is good but perhaps too soon. We are not out of the pandemic yet. When we do go back to F2F people attending would need a lateral flow test and wearing masks during the meeting and be booked in.

At this point Val said she was conscious of the time as it was 42 minutes in on the Zoom meeting allocation of 40 minutes when the meeting was cut off by Zoom.

Apologies to all present. It may be that at the next meeting we try Teams which does give a little leeway on timing.

Future Meeting Dates: (on Teams until further notice)

Wednesday, 6th April 2022

Wednesday, 6th July 2022

Wednesday, 5th October 2022

Wednesday, 4th January 2023