

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 23rd February 2022 – 6:30pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan Porton, Susan P, Susan J, Beti W, Peter, MrG, June, Phil, Marylin, Norman, Hazel</p> <p>Surgery: Lisa, Natalia, Jane, Louise Hopkins</p> <p>Apologies: Lucie AL, LP moved away, ChrisG, Debs, AG</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Matters arising</p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well. He hopes that we can soon meet in person at the surgery due to the restrictions easing.</p> <p>Agenda issues</p> <p>Alan has asked all the PPG members to email any questions and anything that they wish to discuss and add to agenda in the next meeting. This should be emailed to we.patientgroup@nhs.net as discussed in January meeting. LT explained that this way we are prepared and can provide the correct information. Lucie/Natalia check the emails and will respond to any questions. If anyone wishes to add anything they would like to discuss they should email their questions on Mondays before the meeting.</p> <p>Fundraising</p> <p>There are no updates regarding the Easter Fair, however June advised that the table is booked for 9th of April but has not heard more regarding this. It was agreed that Natalia, June and Marylin will discuss the fundraising further. They will try to have a meeting via Teams.</p>		
3.	<p>Financial</p> <p>The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p>		
4.	<p>Surgery News</p> <p>LT wanted to share the news and explained that the ability to manage the surgery website will be expanding. At this current time, we are not able to change or update the website without contacting the editor first, however this will change with the new update and the surgery will be able to update the site themselves.</p> <p>She explained that all the team members have done the training on how the new website will work. This is about how the system will interact with the</p>		

	<p>patient records. Currently we transfer the information although with the new changes it will be imported on receipt.</p> <p>Test Results Someone had asked how the surgery deals with test results.</p> <p>Patients are advised that test results can take up to 5/6 days to come back. The results come into the path inbox, this is then viewed, dropped to the patient records and then assigned to the doctor that requested the test. If the results are abnormal, reception will have a task from a Clinician to contact the patient and book an appointment to discuss this.</p> <p>Sometimes if the test results are very urgent the lab will phone the surgery on the same day with the results; they will always ask for the name of recipient. This is then passed to Duty GP. Lisa explained that we always ask patients to contact us for their results as we do not contact them routinely or if indeed there is an error with the reporting this enables us to investigate. If they are results that are done at the hospital, we wouldn't be expecting them so it is a way of safety netting the outcome.</p> <p>Norman explained that some patients can access their results via the NHS app and this will give you the results. However, he states that on one occasion someone checked the NHS app and the results said abnormal and patient was not contacted. He wonders why that as person had to wait 2 weeks for the results.</p> <p>LT advised that what is abnormal for someone can be normal for someone else. She is not sure why the patient was not contacted and had to wait 2 weeks. She asked Norman to provide her with more details and she will investigate this further.</p> <p>Norman was curious where all the new staff get their training. Lisa expressed that the surgery staff get provided with internal and external training. There is a lot of online training as well that all the staff need to complete. We have a course booked for May for all admin staff, supporting them through the difficult months past and re-balancing and supporting for the future</p>		
5.	<p>PPG Issues Alan asked if there are any new starters or leavers. She explained that we have not had any new staff however herself and Carla have worked closely and have started the new recruitment campaign for GP's and Pharmacist. This had a lot of interest and is doing well so far.</p> <p>There were no issues raised for CL.</p>		
6.	<p>Patient Voice Susan J had her first experience at N&WR PV Group which took place on Tuesday 8 February 2022. She expressed that this was very interesting and there was a lot of information provided. There are meeting notes regarding this. The minutes were attached to the email that was sent by Lisa for this meeting. Susan J advised the members that the next meeting is in April.</p> <p>Alan asked Susan if there was a set agenda, but she explained that there was not however there will be one next time. Norman has also shared his interest and thanked Susan for sharing this.</p>		

7.

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AP asked a question regarding the 4th Covid Jab as this is all over the news and he was questioning if the surgery will be providing this service. LT responded that we know as much as everyone else and do not have any more information regarding this current time. She explained that the vaccine market has become flooded with different clinics where people can obtain their vaccines. Only recently we had a Covid-19 Vaccination Clinic for 120 people but only 60 people showed up. A lot of work goes towards those clinics. As a consequence of this we will not be participating in any further vaccines from the end of March, our patients will be obtain them from other providers and we can redress the balance on our day to day work. LT shared that the surgery will however support any autumn campaign however is still not aware if the vaccines will be given to patients annually.

This year the delivery of flu vaccines was delayed which meant majority of patients have gone to different places to obtain their annual flu jab. This meant the surgery have thrown away a lot of the vaccines and this was costly to the business. We hope that the two will coincide later this year and be more efficient for patients.

LH wanted to express her feelings regarding the Covid Clinics. She explained the general impact it had on the surgery had been immense, but it was the right thing for the majority of our patients. Sadly, some have not seen it as that.

Marylin advised she has 3 vulnerable people at home and wanted to know who will contact them? LT responded that they will be contacted by 3rd party as the surgery will not be providing vaccines after 31st of March, however if they come in the window by that time, they can have it done at the surgery. LT has shared the great news that we have completed our housebound list She is very thankful to Laura and nurse Jeny.

Support in feedback surgery

Somebody had asked for some bits to be put on the agenda that were felt to be inappropriate and not containing enough detail to be able to be addressed. In the interest of transparency; one of the items was 'Is the surgery fit for purpose or is the surgery dysfunctional' which was upsetting to read.

Having reflected on this over a few days and as we are going back to normal, she wanted to ask all of the members if they would be happy to support the surgery in a survey with patients. AP expressed that the surgery is still far away from normal, which LT and LH responded to. LT explained things will never be same as they were prior to Covid-19 which LH agreed to, this is the new normal now. As a surgery we have opened the first floor once again and there is a steady footfall coming through the front doors. LH asked, 'what does normal mean'?

AP advised that for the survey to work we need to ask patients to make constructive criticism. He stated his view on the previous health watch survey and disagrees with them. Marylin remembers when this type of feedback was

	<p>done previously, patients responded better if you sit next to them and ask questions rather than handing out a piece of paper.</p> <p>Norman also shared his views on this and explained what questions should be asked for example 'What are the benefits of the new normal? As for himself he is a big fan of the new normal. On many occasions he had a call from a Clinician and was very happy with the outcome.</p> <p>LT would like to ask if anyone is happy to email her questions for the questionnaire. Once this is completed, we would like to start the survey by April. This was agreed by all members.</p> <p>AP closed the meeting by thanking everyone for attending</p>		
9.	<p>Date of next meetings:</p> <p>Wednesday 30th March – 12.00pm</p> <p>Wednesday 27th April – 6.30pm</p>		