



Minutes

Boultham Park Medical Practice

Patient Participation Group Meeting

3rd September 2020

PRESENT: Isobel Webster (Chairperson)
Neil Hewson (Practice Manager)
Brian Harding
Janet Harding
Cathy Hanger
Rosie Damarell
Angela Smith
Colin Damarell (Secretary)
Dr Jackson (GP Representative)

APOLOGIES:
Sandra Williams
Maggie Pitts

Agenda Items

Action

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting. Apologies were given on behalf of Sandra and Maggie who were unable to attend. The meeting was also informed that both Cathy and Rosie send their apologies as they would be attending but were currently running late.

2. Minutes of Previous Meeting

Isobel asked if everyone had read the AGM minutes and asked for it to be confirmed that the minutes were a true record of the last meeting.

Proposed Janet
Seconded Angi

Carried

3. Practice Update

Neil presented the update which is summarised as follows:

a. Staffing

Dr Coffey now Senior Partner
Dr Whitlow and Dr Tan left at the end of June.



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There are additional sessions for Advanced Nurse Practitioner (ANP) Gaynor Edwards and new GP, Dr Ogba.
Training an additional GP registrar for a period of time.

b. Training

Nurse Katie soon to start ANP training – 2yr course
Nurse Jessica – starting to see Diabetes patients (in addition to Sue Cooper)

c. Covid-19

Message remains if symptomatic, please stay away from the GPs and hospitals. Get tested – go online or call NHS 111 for details on where to get tested locally – **appointments are needed so don't just turn up.**
There is no testing for whether or not you have Covid at the GP Practice or at the hospital - please don't go to either.

Face coverings are to be worn to **all** appointments

NHS is looking for patient's interest in contributing to the research work. Details can be found online at www.nhs.uk/researchcontact . Details will be displayed in the Newsletter and on Facebook.

Colin
Isobel

d. Return to normal

National effort starting to get back the 'normal'
Appointment structures have changed and we continue to embrace technology
Still primarily a telephone triage in first instance for GP and ANP appointments, followed by video consultation or 'face to face' if clinically appropriate. Patients seem to have found the service fits their needs.

Dr Jackson confirmed that the Practice has continued to function well and that they have managed to protect the patients and staff alike during the current pandemic. Most services within the Practice are back to normal but some services such as spirometry and ear syringing (aerosol generating procedures) and some minor surgery, have not yet fully come



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back but these are subject to national guidelines.

Dr Jackson stated that the Practice is aware of the patient concerns with regards to Outpatient and Hospital appointment delays and they receive numerous calls regarding this. These delays, in part, are due to some investigations not being performed in hospitals. This means that some of these have been referred back to primary care which has also caused some delays. This is a national issue and the Lincolnshire LMC is aware because there are concerns that this is a lot of work that Primary care is not geared up to do currently.

Angi stated that there is a huge piece of work currently reviewing the outpatient services and believes that, although it is early days, things will change to try to get things back to normal.

Angi enquired as to what platform the Practice was using to enable online consultations with patients. Dr Jackson advised that they are currently using 'AccuRx' which enables patients to use their smartphones. However, this is not possible for those who do not have smartphones so those patients will be via normal telephone conversations.

The Practice is therefore using a mixture of options to be able to triage and hold appointments with patients.

Patients are encouraged to not to sit in silence if they think they have a problem. The Practice want patients to get in touch, especially those who are prone to suffer in silence and especially for persistent problems. The Practice can't help unless we know of the problem. However, we still need a 'common sense' approach to minor illnesses and the use of pharmacies and OTC medicines where possible. Locally secondary care and community also starting to move back towards a new 'normal'

Neil also stated that as part of return to normal, online telephone appointments were now bookable in addition to the on the day appointments through triage.



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e. Open Doors

Despite the very generalised and cheap (and offensive) political soundbites and media messages about GPs not being accessible, Boultham park Medical Practice has not closed the doors at all during the Covid-19 lockdown. We have remained doors open throughout and have continued throughout to see patients including 'face to face' where appropriate. There are dedicated times for certain events (eg for blood tests) for the highly vulnerable/high risk patients where no other patient have been in the surgery to ensure Infection Prevention Control and additional social distancing measures are maintained. This has included enhanced cleaning and decontamination procedures which means appointments may take longer.

We have never refused to see any patients face to face where it is has been clinically appropriate to see them and we continue to provide an array of face to face (after telephone triage by a GP or Nurse Practitioner), telephone, video and, where appropriate, for the truly housebound we have continued home visits – just as we have done throughout the Covid period.

f. Social Prescriber

The Social Prescribing service has maintained a remote (telephone) service throughout Covid, albeit we are encouraging them to return a physical presence in the surgery.

Patients /Family/Carers do NOT need a GP /Nurse referral for this service. Patients (or friends /family on their behalf) can self-refer to get support.

They are contactable either online via <https://voluntarycentreservices.org.uk/social-prescribing/> or by telephone on 01522 551683



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g. Patient Survey

The Latest National Patient Survey results are available online at:

<https://www.gp-patient.co.uk/>.

The Practice hasn't done a great deal of analysis yet but initial impressions are very favourable. It is safe to say that there were some stand out results for the Practice where it exceeded the national average.

Neil suggested that the PPG may wish to do their own review of the survey and perhaps look at areas to drill down for a PPG patient survey.

Angi suggested that the Practice should put a link on the survey so that the results are readily available to our patients.

The Newsletter and Facebook will provide a link to the results

Neil did state that the Practice was disappointed with the results for tele[h]one access given the investment in the new phones system and the knowledge of how quickly the phones are answered. The PPGs felt this might still be a reflection of legacy issues.

h. Flu Clinics - 2020

This is a complex campaign to manage this year and potentially will coincide with an expected second national spike of Covid-19.

The Practice is unable to do the normal mass clinics as in the past, due to Covid-19 social distancing, enhanced IPC and PPE requirements so the Practice has had to revamp the whole process.

The Practice has already started flu clinics and are hoping to have completed 20% of patients by mid-September. They will contact patients to advise them of their appointment date and time, but are prioritising the Covid-19 highly vulnerable shielding patient's first and then the other clinical risk groups.

Neil

Colin
Isobel



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i. Car Parking

The Practice is experiencing a few problems with local residents /organisations using the car park for their own purposes. It is a **private** car park solely for the use of patients of Boultham Park Medical Practice and the Community Hub. **It is not a car park for local residents, users of the local park or the local shops.**

Please remember we have many elderly, frail, vulnerable people as well as parents with young families; all of whom need access and this can be denied by those using the car park for their own personal convenience. The Practice would ask that people are considerate of this need.

4. Patients Questionnaire – Angi/Rosie

There has been some miscommunication so a further delay on this. However, Rosie raised the point that we will be unable to provide a ‘physical’ questionnaire because of Covid-19 and how would we best provide the questionnaire to patients?

This was discussed at length and although we can do this electronically, this would miss a large portion of patients. If we send it out it would only be to those who belong to the Patient Reference Group.

Neil is going to see if its possible to put the questionnaire onto the Practice webpage.

Neil

It was agreed that due to the high number of patients who do use on-line services that the electronic questionnaire was preferable. Neil will check to see how this can be put onto the webpage.

Angi and Rosie will complete the EDI element of the questions with a maximum of ten to be asked.

Angi
Rosie

5. Any Other Business

Angi asked whether anyone had attended the Healthwatch meeting. She was informed that the meeting referred to wasn’t until next week.



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Angi also asked what the process was for obtaining test results. Dr Jackson advised that if a test has been taken then the results are usually available approximately 5 days later. In some cases, a patient will have a follow up appointment. However, patients will be advised that they would be contacted if their results were abnormal (but not if they are normal). Results are also available on-line for those who have access.

The publication of Operating Procedures for the Practice will be discussed at the next meeting

Dr Jackson

6. Next Meeting

The meeting was concluded at 20:05 hours. The next meeting is planned for Wednesday 2nd December 2020.

Colin Damarell
PPG Secretary