



Minutes

Boultham Park Medical Practice Patient Participation Group Meeting 3rd June 2021

PRESENT: Isobel Webster (Chairperson)
 Neil Hewson (Practice Manager)
 Brian Harding
 Janet Harding
 Angi Smith
 Sandra Williams
 Colin Damarell (Secretary)
 Dr Coffey (GP Representative)

APOLOGIES:
 Rosie Damarell
 Cathy Hanger

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting. Apologies were given on behalf of Rosie and Cathy who were unable to attend. Colin apologised as he attended late due to prior commitments.

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 Angi
Seconded Janet

3. Matters Arising

Neil had spoken to the owners of the BPMP webpage in relation to having a link put in to show the defibrillator locations as requested by Cathy. Unfortunately the BPMP webpage is unable to do this function.

Action

Carried

Neil



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4. Practice Update

Dr Coffey and Neil presented the update which is summarised as follows:

- a) Dr Patel (Partner) and Dr Ogba (Salaried) are both leaving the Practice at the end of October 2021. This means the Practice will only have three doctors and will therefore try to recruit new doctors which is difficult in normal circumstances. This puts a strain on the existing doctors and has a potential impact on the Practice as a whole as the remaining doctors are all coming up to retirement age. Dr Coffey is looking into the recruitment.
However, meantime, the patients that were being cared for by these doctors will now be shared between the remaining three doctors.
- b) Neil advised that the Primary Care Network (PCN) that we belong to have just employed 3 new clinical Pharmacists and two more Pharmacy Techs. Nurse Katie Vick has nearly completed her first year Nurse Practitioner training so in a year's time she will also be a Prescriber. All these roles will go to help the Practice to become an integrated health system which is slowly getting there. We should also remember that this situation is not unique to BPMP and as we know is a national problem.
- c) Neil admitted that the telephone message that people receive when they call the Practice is overly long. Neil has rewritten the message which has reduced the time from 2 minutes to 40 seconds. This new message still includes the relevant points that are required.
- d) Dr Coffey did raise the issue of on-line services such as phone call appointments or a visual on-line appointment and agrees that there is a place for this but does not replace face to face appointments. There is an advantage to these appointments providing there is the staff to deliver the service, however, at the moment it also means that sometimes this doubles up the time taken by the GP because not only do they have to attend the on-line appointment, they also have to attend the face to face appointment if that patient has to come into the Practice.
- e) Dr Coffey also discussed the responsibility of responding to letters. The Practice have always done this with their own referrals but also have seen an increase of letters requiring a response due to patients that had attended hospital for a number of reasons that now require a follow up appointment. This responsibility lies with the Practice to

All



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check with the patient to ensure they are aware of any follow up action the hospital has ordered which, again, is very time consuming. Especially if the patient hasn't attended because they have decided to 'go away' for a day out. The follow up procedure is extremely important when you consider that some people may be having a blood test due to the type of medication they are taking and it is important to ensure the patient gets the result and any required follow up treatment. The consequences of not getting the information could be dangerous and could end up with medical legal involvement. It would be far better if there was a secure system in place where an instruction has been sent to a patient and that a marker shows that it has been read, (similar to 'Whats App') but the NHS is not there yet. Consequently, it is important for patients to attend any follow up appointments. The discussion around appointment and responsibility continued for a while but the main element was that legally, the Practice was responsible for ensuring that patients were informed of any follow up action to ensure that the right patient gets the right message and understands it. This body of work takes up a lot of the Practice time. Dr Coffey is going to put something together as a presentation for the next meeting to show how we can improve the communication between GP and patient

5. Practice Facebook Page

Luke, one of the new receptionist has volunteered to take over the responsibility of updating and maintaining the Facebook page. This means that the page will be more dynamic and current for patients to use and view. If PPG members want to have any input they will need to contact Luke

Isobel is pleased that this has been taken on by the Practice staff as she has not had the time to focus on it.

Neil wanted to ensure that Isobel was aware of the practice gratitude for her time and effort and thanked her for the time she put into it.

Neil

6. Invitation: Lincolnshire wide PPG Virtual Event 22 June 2021



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Isobel informed the meeting of the PPG Visual Event happening between 11 am - 1:00pm. Anyone is welcome to join the meeting. Cathy and Colin have mentioned that they will hopefully be able to join it. It is open to all PPG members.

A link will be sent out

All

7. Any Other Business

COVID-19 vaccinations for Cohorts 10 to 12 has just started and is known as the second phase. Like many Practices, the BPMP has not signed up for that. They have completed what was agreed and currently the following numbers are yet to be given their second vaccination:

Pfizer	46
Astra Zenica	39

However, this doesn't take into account how many times some of these people have been called and recalled to attend. Last week 10% of attendees did not come for their vaccination.

Going forward - all vaccinations will be held at either Rustons Sports managed by the Apex Manager or the Showground (National roll out).

The BPMP has completed its requirement to provide the vaccinations. Anyone who wishes to book a vaccination will have to use the National booking system. The Practice now has to go back to its normal business and clinics.

Neil will put something on the website and facebook about what people need to do to arrange their vaccination.

NHS APP

The NHS App is the way forward to have your COVID vaccination registered and displayed particularly if you intend to go on holiday abroad (rules allowing). This should be downloaded on to your mobile phone. Colin will look at writing some instructions



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NHS Digital collect and and sharing Medical Records

Unless you actively Opt-Out by 23 Jun 2021 - NHS Digital will collect and share your data

The data held in the GP medical records of patients is used every day to support health and care planning and research in England, helping to find better treatments and improve patient outcomes for everyone. NHS Digital has developed a new way to collect this data, called the General Practice Data for Planning and Research data collection.

NHS Digital is the national custodian for health and care data in England and has responsibility for standardising, collecting, analysing, publishing and sharing data and information from across the health and social care system, including general practice.

What data is shared?

This data will be shared from 1 July 2021:

- data about diagnoses, symptoms, observations, test results, medications, allergies, immunisations, referrals, recalls and appointments, including information about physical, mental and sexual health
- data on sex, ethnicity and sexual orientation
- data about staff who have treated patients

Data may be shared from the GP medical records about:

- any living patient registered at a GP practice in England when the collection started - this includes children and adults
- any patient who died after 1 July 2021, and was previously registered at a GP practice in England when the data collection started

NHS Digital will not collect patients' names or addresses. Any other data that could directly identify patients (such as NHS Number, date of birth, full postcode) is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital. This process is called pseudonymisation and means that patients will not be identified directly in the



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data. NHS Digital will be able to use the software to convert the unique codes back to data that could directly identify patients in certain circumstances, and where there is a valid legal reason.

Opting out

If you don't want your identifiable patient data to be shared for purposes except for your own care, you can opt-out by registering a **Type One Opt out** or a **National data Opt Out**, or both. These opt-outs are different and they are explained in more detail below. Your individual care will not be affected if you opt-out using either option.

Type 1 Opt-out (opting out of NHS Digital collecting your data)

NHS Digital will not collect data from GP practices about patients who have registered a Type 1 Opt-out with their practice. More information about Type 1 Opt-outs is in our [GP Data for Planning and Research Transparency Notice](#), including a form that you can complete and send to your GP practice.

This collection will start on 1 July 2021 so if you do not want your data to be shared with NHS Digital please register your Type 1 Opt-out with your GP practice by 23 June 2021.

If you register a Type 1 Opt-out after this collection has started, no more of your data will be shared with us. We will however still hold the patient data which was shared with us before you registered the Type 1 Opt-out.

If you do not want NHS Digital to share your identifiable patient data with anyone else for purposes beyond your own care, then you can also register a National Data Opt-out.

National Data Opt-out (opting out of NHS Digital sharing your data)

NHS Digital will collect data from GP medical records about patients who have registered a National Data Opt-out. The National Data Opt-out applies to identifiable patient data about your health, which is called confidential patient information.

NHS Digital won't share any confidential patient information about you - this includes GP data, or other data we hold, such as hospital data - with other organisations, unless there is an exemption to this.



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To find out more information and how to register a National Data Opt-Out, please read **[GP Data for Planning and Research Transparency Notice](#)**.

8. Next Meeting

The meeting was concluded at 20:00 hours. The next meeting is planned for Thursday 9th September 2021.

Colin Damarell
PPG Secretary