



Minutes

Boultham Park Medical Practice

Patient Participation Group

Annual General Meeting

3rd March 2022

PRESENT: Isobel Webster (Outgoing Chairperson)
 Colin Damarell (Incoming Chairperson)
 Neil Hewson (Practice Manager)
 Brian Harding
 Janet Harding
 Cathy Hanger
 Liz Laidler
 Angi Smith
 Dr E Oteri (GP Representative)
 Rosie Damarell (Secretary)

Apologies Sandra Williams

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting.

2. PPG Business

Isobel asked if there were any nominees to take over from her as the Chairperson for the PPG. Brian proposed Colin who agreed to take on the role. He was asked if he would continue with producing the Newsletters to which he agreed

Brian proposed Colin as the new Chairperson and this was seconded by Janet.

Rosie volunteered to take over as Secretary from Colin unless anyone else would like to take over the role. There were no other volunteers.

Brian proposed Rosie as the Secretary and this was seconded by Angi.

Action

Carried

Carried



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It was also commented that more recruits were needed to join the PPG. Posters need to be put up in the Practice.

Rosie

3. PPG Meeting Dates for 2022/2023

A discussion was carried out to identify convenient dates for PPG meetings to be held over the next year. The dates for the meetings were suggested as:

- 09 June 2022
- 01 September 2022
- 08 December 2022
- 02 March 2023 (AGM)

Carried

These dates would be reviewed nearer the time of each meeting to ensure a minimum of 50% attendance. This would also take into consideration whether the meetings were on 'Zoom' or in the Practice building.

4. Minutes of the Last Meeting

Colin asked for it to be confirmed that the minutes were a true record of the last meeting. There were no matters arising from the previous minutes.

Proposed by Brian

Seconded by Janet

Carried

5. Zoom

There was a discussion on the use of IT for future meetings as currently these had been possible by using Isobel's business version of Zoom. This was no longer available so an alternative was needed in case future meetings still relied on IT. Currently, free versions of Zoom only gave 40 minutes per meeting and free versions of MS Teams gave 60 minutes. Neither were sufficient in length of time for PPG Meetings.

Neil
Colin
Rosie

Neil and Colin are going to pursue the use of the Practice version of Teams to see if this was feasible or whether alternative options were needed. They will keep the PPG informed of what will be used before the next meeting. Alternatively, Rosie has a licensed version of MS Teams which we can use.



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6. Practice Update

Staffing

Dr Faizal Ahmad joined the Practice during December and part of January and it is hoped that he may return during the summer and re-join the Practice.

Dr John Logie has recently joined the Practice on a short term contract ending June 2022.

Dr Alex Granger has been recruited as a permanent salaried GP and started with the Practice at the beginning of February. He has already shown popularity and has a small 'following' of patients.

The Reception is now up to full manpower strength although some are still learning the processes. There is also an additional Admin person employed and a Deputy Practice Manager to support Neil in his role.

Overall a lot of investment by the Practice on staff. Dr Oteri said that staffing is currently looking good and hopefully the Practice will benefit from the additional staff.

Despite the relaxing of COVID rules in the country, the Practice is still insisting that patients and staff continue to wear masks within the Practice building. This is to ensure both the protection of patients and, just as important, staff members. During the Christmas period the Practice was down seven members including doctors, nurses and reception staff. This massive 'hit' of 25% staff members directly impacted the amount of care the Practice was able to deliver which is why the Practice (and the NHS as a whole), continue to insist on masks being worn. The notice enforcing the wearing of masks is still on the entrance door and the telephone messaging continues to inform patients of the requirement.

COVID

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With regards to the COVID campaign, the details haven't been promulgated yet but it appears that the Over 75s, the immunocompromised and care homes are looking like they will receive another vaccination. The Practice is currently waiting for the details but don't think it will start until April 2022. The Practice are still running small clinics on Tuesdays of 12 to 18 patients. The vials come in doses of 6 which determines the number of patients who receive the vaccination. Anyone who wants a COVID vaccination outside of that will need to use the 'Mass Vaccination Sites'.

National Patient Survey

The National Patient Survey has been published and the Boultham Park Medical Practice has done quite well yet again in comparison to other practices within our Primary Care Network (PCN) and the national results as a whole. Neil was able to share the results with the PPG using the IT.

Patients are encouraged to view the results which can be viewed and compared on:

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

Newark Road Surgery is leaving our the Apex PCN and merging with Portland Street within the Marina PCN. That means that Apex PCN will now consist of Birchwood Medical Practice, Richmond Medical Practice, Woodland Medical Practice and ourselves. This has not impacted the number of patients at Boultham Park Medical Practice. This will benefit us in that some of the staff that are shared within the PCN will only have four Practices rather than five. It does mean that they cannot be used by our patients for Extended Hours provision.

Appointment Hours

Neil advised that there have been some recent announcements to GP contracts that will affect the provision of extended hours access. From October, between Practices of the various Primary Care Network, cross-practice patient access will be required to be provided during Saturdays, as well as during the week and into the extended evenings. Not every Practice will be open every evening or every Saturday, it will be on a rota basis. This will be a merger of the current extended hours (only available to individual Practice's patients) and the improved access services (cross practice access)

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As everyone is aware, the GPs and nurses are under extraordinary levels of pressure with demand spiralling, costs increasing and a regional shortage of staff. This will be a difficult plan to formulate with the current staffing levels and hours already worked by the staff and for this to be now extended to potentially all-day Saturday. The Practice will be working with the other Apex members and the CCG to work out how to try and deliver this without compromising the level of service during the week and while simultaneously preventing staff burn-out.

The intention of the change is to increase patient access to primary care and hopefully reduce demand on the urgent access and A& E services. Given that appts will be bookable in advance it is unlikely there will be any on the day capacity remaining to take urgent calls.

A discussion ensued where access to the Practice was 24/7. Generally, it was understood by the PPG that patients do want more access to the Medical Practice but not necessarily to see a GP. It was also expressed that it is not always clear on how to access the appointment system and more signposting was required to identify what type of appointment is required - whether it was a GP or a Nurse etc.

The receptionists try to direct patients to the correct medical resource depending on the patient issue and the telephone message also directs people to the right resource. It was agreed that patients need to be informed on how they can ask for the right resource for their appointment. accuRx will also need to be triaged to see the right medical resource too. In summary, it is about getting the right patient to the right medical resource so that the resources are utilised effectively.

It was suggested that all new patients get a leaflet within their joining pack to outline the appointment process. Neil will review this.

Neil

It was suggested that the PPG arrange a survey on what patients want in terms of access and how they think the Practice should go about providing that access within the current available resources and in a sustainable way.

PPG



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Cathy raised the point that young families need prompt access to resources especially with young children who take ill suddenly and don't always know how to get the correct appointment. Dr Oteri stated that as a Practice, the doctors prioritised young family appointments, even if that means staying open. Also, there is a method of accessing a GP via the NHS 111 Service.

The NHS 111 Service is a good resource to get medical advice.

It is universally realised that more staff are required throughout the NHS to effect an increase in Practice appointment hours.

Isobel highlighted that the Practice website needs to emphasise the correct appointment process. The current three paragraphs are heavy going and references GPs without commenting on alternative resources. Neil will review this.

Neil

Population Healthcare

Neil advised that there was a priority move now towards health prevention measures as a focus. This is a national theme across primary care

Weight Management is a significant focus at the moment as obesity significantly impacts on other health outcomes such as Diabetes, COPD, Heart conditions etc. There is also pre-diabetes service and the Practice has been praised for the proactive way patients have been referred.

These referrals are increasing in importance and is a national requirement

7. Any Other Business

Liz asked if there was an update on the dead tree in the Practice car park. Neil responded that they are monitoring the status of the tree and currently it didn't present a danger. The Practice will continue to monitor its condition.

Neil



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Sandra raised the subject of the length of the telephone message when you ring to make an appointment and if it was going to continue. Neil responded by stating that it had been updated and was now over a minute shorter than the previous one. There was no intention of changing it in the near future with COVID issues still apparent but he would continue to assess it.

Neil

Finally, Neil and the PPG wished to give Isobel their absolute gratitude for the work Isobel did whilst she carried out the role of Chair Person in supporting both the patients and the PPG. We are all pleased that she is continuing on the PPG for as long as she remains in the area.

All

Neil also thanked Colin and Rosie for taking up the positions of Chair Person and Secretary

There being no further business the meeting was closed at 19:55 hours. The next meeting is planned for 9th June 2022.

Rosie Damarell
PPG Secretary