



Minutes

Boultham Park Medical Practice

Patient Participation Group Meeting

9th September 2021

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

Agenda Items

The meeting was opened at 18:30 hours.

1. Welcome & Apologies

Isobel welcomed all to the meeting. Isobel introduced Liz Laidler to the PPG as a new member. Liz then gave the PPG an overview of her background

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 Brian

Seconded Janet

3. Matters Arising

Angi queried about the date of Dr Patel's departure. Neil confirmed that Dr Patel left in August 2021 and not October 2021 as previously reported.

Angi also queried about Dr Coffey putting together a presentation for the meeting to show how we can improve the communication between GP and patient regarding results. Dr Coffey was unavailable to attend this meeting due to other commitments so this will be planned for another meeting.

Action

Carried



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Colin asked if there would be a face to face meeting for the next PPG meeting. This cannot be confirmed at this time as it will depend on the COVID-19 situation and rightly, the surgery staff will not be put at risk. It is likely that the next meeting will also be conducted 'virtually' using Zoom.

4. Practice Update

Dr Oteri and Neil presented explained that the Practice has been under a lot of pressure due to the COVID-19 situation and the staff changes that have been happening. The update which is summarised as follows:

a) Recruitment

A female doctor – Dr Anaegbu who has already started at the Practice.
A Nurse Practitioner – Amanda Burton who started week commencing 6th September 2021. She has a lot of experience of working in Practices and will be using her experience to help restructure the appointment system internally at the Practice.

A new Nurse – Katie Stephenson who has already started
Existing Nurse – Katie Vick is still in training to become a Nurse Practitioner.

The following are also female GP Registrars currently working at the Practice:

- Dr Kingsnorth
- Dr Ogundipe
- Dr Hampton

There are now 5 Clinical Pharmacists and 4 Pharmacy Technicians working across the Apex group of Practices.

b) COVID Vaccinations

Neil advised that the Practice completed Phase 1 of the COVID vaccinations and opted out of Phase 2. Phase 3 is still in discussion at national level. Neil also explained that the Practice did not meet the training required for ~~the Under 50~~aged 12-15 years severely immunocompromised of which there is about 10 patients as this required an additional training requirement.–The Practice had arranged for their vaccinations to be delivered elsewhere.

Consequently, the Practice is waiting to hear when the next round of



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COVID vaccinations are to start.

c) Flu Vaccinations

The flu vaccination campaign is due to start alongside the COVID vaccinations. Unfortunately, the Practice is unable to confirm when this will start (it was hoped to be the 25th September) due to the vaccination not yet being available. They have also been informed that it is likely to be available with a 1 week notice. At the moment, the Practice is targeting the start of the Flu Vaccination campaign for the 9th October but this is to be confirmed.

Previously, these flu vaccination clinics have been offered over lots of dates/times. However, due to the potential impact of COVID vaccinations on the Practice staff, the Practice will probably be running fewer Flu vaccination clinics but for longer periods. For example: previously a Flu vaccination clinic was run for a Saturday morning but will now be run for the whole day. There will be more onus of responsibility on the patients to attend when offered.

Neil will update when the vaccination availability is confirmed and put the information on the webpage and Facebook.

The flu vaccinations and COVID vaccinations will **not be run together** to ensure no mistakes are made and safety remains paramount.

A trial invite to flu vaccinations using SMS will be carried out to see if this is a viable option for the patients to use as a way of booking their flu vaccination clinic. This will hopefully work and increase efficiency in the booking of flu vaccination clinics.

Colin asked if the PPG would be used to assist during the Flu vaccination clinics as this would be an opportunity to meet patients and gather feedback. Currently, due to COVID restrictions the PPG were unable to gather feedback for the CCG. Neil appreciated this but confirmed that there wouldn't be an opportunity to meet patients in this fashion due to the fact that patients will not be at the surgery for any length of time. It might be a consideration to hold a Zoom meeting for patients but the viability of this would need to be assessed.

d) Patient Records/Reception

All historic patient paper records are being removed and put into



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managed storage elsewhere in an NHS approved area and digitised. This will give up more room in the administration area of the Practice. This will be redecorated in November and furnished for the administration team to provide more desks. This means that the Reception will temporarily be moved to the 'Children's Waiting Room' whilst the redecoration takes place. The digitising of the paper records is part of a national plan and we are part of a 'pilot' to see how long it would take. Once the paper records have been digitised, they will then be destroyed. Rosie stated that the University have already done this.

All

e) GP Fellowship

Dr Anaegbu is enrolled on a GP Fellowship which includes a project which she thinks will include IT and patient access particularly for the elderly and vulnerable patients. Neil is hoping that the PPG will support Dr Anaegbu if this project is confirmed.

f) Patient Abusive Behaviour

Neil reported that there has been a marked increase of patient abuse towards the Practice staff. **This is not acceptable** in any shape or form and the Practice will take action with any patient that is abusive towards any member of staff, whether this is face to face or on the telephone.

There have also been incidents where patients have even been abusive towards other elderly patients and on one occasion, the Police have had to be called.

The Practice is aware that patients are more frustrated at the moment with the issues that COVID brings but this is no excuse. The Practice are delivering a service under a lot of pressure and do not need abusive behaviour to add to this pressure.

g) Patient Car Park

There has been an increase of the car park being misused by people who use it for going to the shops/Boultham Park visits etc. This has resulted in Practice staff being abused when asking for these people to move on. The car park is for the use of patients visiting the Practice only. This message will be put on Facebook and the Newsletter.

Neil
Colin

h) Physiotherapist

Cathy asked how the Physiotherapist was working . Neil stated that the



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position was not fully established yet. The Firt Contact Physiotherapist (FCP) that was working out of the Boultham Practice has left and her replacement has yet to start as she preferred a more 'hands on' approach. This was also Dr Oteri's opinion and is hoping that they will be allowed to have a more 'hands on' approach which would be more useful. They were are really a First Contact Physiotherapist who would triage a patient's need for physiotherapy rather than deliver the treatment and would relieve the doctors of having to do this triage. They are able provide some 'hand-on' treaemtn but for anything that needs a more prolonged course of treatment this weould still need referral. Unfortunately, many patients would still ask to see a doctor rather than the Physiotherapist even when the physio is the most relevant proessional to deal with this in the first instance.

This is part of a wider problem of educating patients to understand that they do not need to see a doctor for every problem. There are other options a patient can use, whether it is to see a pharmacist, a nurse practitioner, a first contact physiotherapist or ultimately a doctor depending on their illness.

A discussion took place on how the Practice could help educate patients and suggestions included such things as posters, entries in the newsletter from staff members indicating what treatment they offer or even a list of staff displayed in the reception showing what services each member of staff offered.

Ultimately, Boultham Park Medical Practice offers more medical services than just a doctor's surgery which is why it is called a Medical Practice.

It was concluded that a starting point is displaying a list of staff together with the services they offer.

All

5. Any Other Business

Angi highlighted that not all the chairs located in both the waiting room and in the doctor's surgery rooms have arms fitted for those patients who need these to assist with getting in or out of them. Neil confirmed he would look into this in conjunction with regulatory requirements about the type of chair needed (wipeable etc)

Neil



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Angi also asked if blood test kits were taken with staff during home visits. Dr Oteri stated that they were taken if it was a known requirement. However, due to the need to sterlilise all equipment taken into a home visit, staff only took what was essential depending on the information given during the booking of the visit. It is important that the patient shares all relevant information with the receptionist they speak with to ensure the doctor can make the correct assessment on equipment needed. However, it could be taken as part of the 'kit' but not taken into the home unless needed. Dr Oteri said she would review the procedure.

Dr Oteri

As a point of note, Neil stated that no routine blood tests are being carried out for the time being due to a shortage of blood test tubes.

Virtual CCG Meetings

Cathy explained that she and Colin had each attended these meetings in June and July. Cathy stated it was interesting although very long. The meeting Cathy attended gave updates on the reasons why four CCGs became one and also update on the COVID vaccination progress.

Colin felt that the meeting was also too long and seemed to focus on those who didn't feel that one CCG can manage the whole county. There has been since been several 'INVOLVEUS' emails to all representatives to try and involve people in what is going on but he felt this was almost like providing a lip service to the PPGs.

Cathy
Colin

Colin did offset this with saying that the CCG have a difficult job to try and put in place the new structure and how it would develop. He stated that he will be interested to see how the new money allocated by central government will be used by the CCG within Lincolnshire.

Neil

All agreed, it will be interesting to see how the CCG develops.

Liz stated there was a dead tree overhanging the carpark and who is responsible if there ever was an issue. Neil will take a look at the problem to see where this tree is and who is responsible for it.

Neil
Colin

Liz expressed concern about the dip on entering/leaving the car park and that the bottom of cars may be damaged traversing this area. All agreed that it was not a problem if speed was minimised. It was agreed to put this in the newsletter and Facebook.



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6. Next Meeting

The meeting was concluded at 20:00 hours. The next meeting is planned for Thursday 2nd December 2021.

Colin Damarell
PPG Secretary