

Wilson Practice PPG

Minutes Monday 13th December 2021

Attendees: Derek Gurney, Ann Brosnan, Paula Langley, Peter Aldridge, Lyn Kenny, Judith Alderton, Michele Warburton, John Barrie-Smith, Veryan Burcham, Dr Fellows, Dr Loudon, Dr Kemp, Dr Maloney

Apologies: Lyn Kenny, Pat Lerew

1. Introductions: John Barrie-Smith was welcomed to the group and gave a brief introduction.

2. Matters Arising: None

3. Minutes: October minutes approved

4. Treasurer's Report: No change

Balance: £331.16

P Cash: £00.27

Grant: £724.16

Total £1,055.59

5. Report from TWP: Copy on File and Veryan will send to committee members.

Dr Fellows introduced Dr Maloney to the PPG.

'Flu uptake is at 90% for the over 65s, 59% for 50-64 years and 52% for 18-49 years. TWP is the top performing surgery for 'flu vaccines in the over 65s and Dr Fellows thanked the PPG for all their help in running the clinics.

Covid booster is now running at 83%, 84% and 85% for the top three groups and the A31 group has one of the highest uptakes for the Covid vaccine. There is a huge challenge ahead to deliver on the new targets announced on the 12th December. There will be email communications as well as posts on Facebook.

Judith asked if the CCG and HealthWatch could do some communications around the booster and Derek and Ann will look into this.

Paula suggested a letter to the Secretary of State for Health from the PPG about not making public announcements before those who are delivering the service are informed. Derek said he would contact the CCG as he felt this would be the most effective course of action.

TWP is also performing well for Diabetes patients, cancer care and dermatology, where this year there were the same number of referrals as pre covid with 25% of the consultations done remotely, but with the same accuracy as those done in person.

Nicola is the new Healthcare assistant. A challenge to recruit a new nurse practitioner, but pleased to report that the current holder has extended her contract for another year.

Total Triage approach has enabled TWP to maintain good patient access when needed.

Dr Fellows said that there have been improvements to the telephone system and he and Veryan thanked Judith and Michele for their feedback and assistance with this. More improvements to the system should be happening in the next few days.

Veryan has also asked CPS to send the latest 'directory' to Derek and then the PPG can consider if the contents can be printed and the leaflets given to the Community Centre to help those who do not have access to the internet.

Concern was expressed by the PPG members about the need for the practice to issue a bulletin about abusive and aggressive behaviour towards staff and support for all practice staff was emphasised.

Judith raised concern that any lengthy difficulties of access and contact when many patients are anxious, ill and distressed was likely to lead to increasing patients' stress and frustration, leaving reception staff in the firing line. This should continue to be an area to improve and

review, particularly given increased pressure raised by recent demands for the booster rollout. Paula noted the need to manage expectations and for these to be realistic. Derek noted that access is a key concern, regarding levels of demand on staff and current systems. Michele raised the issue of the triage system and difficulty for patients who are unable, (via work, family or personal circumstances), to be available to take a call back from health staff over an unknown timescale. This also has implications for access to care and treatment which may cause additional stress to some patients. Derek, following the meeting felt that there is a need for the patient to note that in the most appropriate box on the form to save the Doctor making an abortive call. There is a problem if the issue is deemed serious and the patient needs to be seen quickly, in those circumstances should a patient identify an office/ school contact phone number on the form so a request could be left asking the individual to contact a number,(the surgery) urgently? Veryan confirmed that there is a box titled 'Is there anything else you would like to tell us?' which could be used for this purpose.

6. **Chawton Park Surgery:** Derek is still planning to meet with the new Chair, Ian Saunders, to see how we can work more closely with them.
7. **A31 Update:** Derek raised the issue of getting hard copies of information out as mentioned earlier and to see if there is budget for printing leaflets.
Consider inviting the new A31 clinical lead to a PPG in the Spring.
8. **Update NHCCG/PPG:** £7m has been allocated to help practices and currently waiting to hear how this will be allocated.
Ann will join Derek at these meetings in place of Vernon, who has left the PPG.
9. **AOB:** Paula updated the PPG on her meetings with the surgery, to discuss making a series of videos, to help people make best use of the practice and staff. There is already a video on YouTube of how to use E-consult and Ann will include a link when she sends out the minutes. Paula is considering various themes to include meeting the front-line staff and asked people to send her any suggestions for videos. Also asked for people to share information on social media where possible to increase the reach.

Judith and Michele gave additional feedback on their meeting with Jenny about the telephones and felt that there is still room for more improvement. It was agreed that they suggest another meeting in Spring to look at how things are working following the changes.

Derek mentioned that he is meeting another potential new member for the PPG this coming Thursday.

Date of Next Meeting
6.30pm Monday 17th January
Via Zoom