

THE SIDINGS
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD ON 5TH OCTOBER 2022

PRESENT: Phillip Bosworth, Chair, Sue Fidler, Secretary
Jane Bacon, Chief Operating Officer
Omnes Health Care Ltd.(online)
Lauren Hunt, Practice Manager
Trudy Van Haren, Deputy Practice Manager
Mark Hindle – Evergreen – (online).
Tim Boardman, Mike Forbes, Pat Bowles, Gordon Allen, Alan
Pickering, Susan Humby, Roy Humby, Gillian Brown, Alan Brown.
Judith Wortley

ABSENT: Janice Vickers, Janet Barton
Resignation – Ann Martin

Lauren gave an update re Flu and Covid Clinics, the first of which being last Saturday. Around 780 patients vaccinated with three more Saturdays to come. A good Patient flow was reported with successful outcomes. But, issues surrounding timings were highlighted re the clinic timetable when lunch presented a problem. Lunch being for one hour - 12.30 pm to 1.30 pm, thus causing a queue, one member having a late appointment as a consequence.

It was confirmed there would be Baby Flu Clinic on 12th October. 26th November being International Day, a request for help from the Group was proffered.

Jane Bacon confirmed actions were ongoing re communication along with elements of Contracts these all being on track.

Questionnaires for Patients/Stakeholders completed. Meetings being set up for Out of Hours Providers along with all other Practices/Services using The Sidings. Re KPI feedback from Patients, Lauren has put together a questionnaire guided by the CCG, circulated quarterly. QR links printed off in two key languages designed on a numerical basis re areas of improvement etc in particular access, opening times, quality of service.

Issues raised re Survey. Pat B felt it was a poorly constructed, too many questions, with little flexibility in answering certain questions. Phillip confirmed that 10 languages had been incorporated in the Survey.

Lauren reported that CCG guidance had to be incorporated within the Survey but adjustments were possible.

Further feedback was requested. There was no option to skip questions available; false data could be registered. It was felt further discussion with Lauren was required. It was confirmed there was a contractual obligation to carry out the Survey. It was confirmed the printed survey had a different format. JB to look into problems re: the Survey.

It was confirmed that Clinical Pharmacy had undergone TUPE conditions of service and will remain as additional support.

Concern was expressed over restricted prescribed drug shortages causing Pharmacy to shut, severely disadvantaging Patients. A general discussion took place. It was confirmed a new approach would be available regarding repeat prescriptions on an annual basis. Lauren investigating a two monthly prescription cycle. Bringing in Clinicians on a various grades to alleviate the situation.

ASK your GP was proving successful but small adjustments to computerized recording systems may be required. Lauren confirmed issues with the system had been identified. A message to continue to use the online system was given by Lauren as this eased issues being experienced via the existing telephone system and allowed patients not experienced in computerized systems to continue to use existing phone line.

Mark gave an update on available date re ASK my GP. No change in phone usage, duration being longer, the availability to see more detail not available. A new phone system was being investigated currently to improve the system long term. Feedback being, Patients missed calls due to the system not identifying itself sufficiently. It confirmed that 3,300 calls had been made as of yesterday, a 500 increase on the day leading to 35% activity via the phone still. It was confirmed patients would be given a choice as to their wish to go on line, hopefully alleviating pressure on the telephone system as a whole.

Mark to look at a new website to see if there is scope for any improvement. Sending a message via surgery box suggested by PB as being useful. Email being available facility but not promoted by the team.

A request for the new website to be scrutinized by the group for feedback was put forward.

It was confirmed there would be a staff member from Evergreen at this Saturday's vaccination Clinic to provide App support where required.

System 24 would be available from Monday 24th October 2022 and providing enhanced feedback.

It was confirmed that face to face appointments would be made with a GP via ASK my GP.

BP brought up zero hour contract issues, lunch break a preferred time to visit GPs, suiting zero contract workers in particular, rather than taking time off work, should be made available. Mark confirmed feedback on system proving helpful.

Staffing updates – recruitment process, reliance on lots of work via Locums confirmed.

Footnote:

Relating to last Minutes.

It was confirmed that an Absence/Attendance list be circulated at the commencement of each meeting.

It was confirmed that an update of said Reference had been drafted and was presented in hard copy to the meeting for scrutiny via the Chairman, Phillip Bosworth. A request to look through the terms presented by Chairman and to report back queries accordingly.

A brief discussion took place re the Group Noticeboard. Feedback requested accordingly. Phillip and Sue to attend Saturday Vaccination Clinic to help promote group objectives.

QR code given to Survey Monkey patient who has attended the practice needs to be put on to the website. QR needs high density facility to be read correctly, short discussion took place.

Issue raised by Roy re long wait 30 minutes at the Surgery, it was reported Reception problems re front desk. Integrated Care Board agreed to provide screen but not delivered to date. General feeling more staff required to alleviate wait times.

Apologies re: next meeting Sue and Roy Humby.

Next Meeting November 8th 2022.