

MINUTES OF A MEETING ON 7TH DECEMBER 2022

The Sidings Patient Participation Group

Chair: Phillip Bosworth

Secretary: Sue Fidler

Present: D P Bosworth, S D Fidler.

Tim Boardman, Mike Forbes, Pat Bowles, Gordon Allen,

Alan Pickering, Susan Humby, Roy Humby, Gillian Brown

Alan Brown

Lauren Hunt Practice Manager.

First half an hour PPG with no Practice Participants

Apologies:

It was noted that apologies had been submitted but not reported on behalf of Roy Humby re: October Mtg

Minutes approved re: November meeting by members present.

Matters Arising:

It was confirmed receipt of two further applications re: membership of SPPG had been submitted – Chair briefed accordingly. A short discussion took place re age appropriation – 18 yrs.

A brief discussion took place regarding attendance and regularity. It was agreed that Chair should write to non-attendees accordingly in New Year.

It was confirmed that PB attended a County Wide Patients meeting and an update given as follows –

There were 84 General Practices, some without a PPG. This had been confirmed via Clair Hornsby, ICB/PPG organizer. Past numbers of PPGs in the EAST CCG region 26. A short discussion took place highlighting the new (back to previous) regional PPG's meetings instead of one county wide PPG chair and representation meetings. This was hoped would prove successful and beneficial to all. Feedback was requested and a short discussion around online meetings in general occurred.

The Chair reported that he and Secretary would be attending (tomorrow Dec 8th) the local PCN meeting at Venture House in Boston and along with a brief outline re attendees. The PCN is usually attended by the 6 GP Practices in Boston area along with a Nurse aspect, Boston Borough Council, Mental Health Team, ULHT, LPFT. Etc and a Youth organization representative.

Chair read out the Agenda re the meeting accordingly. Short discussion took place. It was felt by the Chair that the meeting had been well supported and constructive.

PPG Locality Meeting

It was noted that one PPG group invited their MP to a meeting and it was suggested that Matt Warman be approached re a visit to our PPG. A short discussion took place and it was agreed that PB contact Matt Warman accordingly. It was agreed that the Panel email questions to PB to present to Matt prior to any agreed meeting.

The main aim of PPG Locality Meetings was to improve services and plan for future meetings drawn up by the Chair along with various members of Council with an inward look at our own Practice in particular.

Evergreen – Nothing forthcoming re APP and no promised communication received from Jane Bacon, Omness. Chair to pursue accordingly.

A short discussion revolved around the recent International Day event at the Practice which unfortunately was poorly supported. Sue F was able to confirm the Evergreen App had not been used to facilitate publicity, this being a missed opportunity and had been noted for any future events.

There was a discussion surrounding the possibility of a PPG Survey and it was suggested that Pat Bowles look into this aspect and report back to the next meeting accordingly. It was felt that this survey would give the group a better insight as to how well the Practice was working.

Lauren, Practice Manager joined the meeting at this point.

There was a short discussion around Terms of Reference, with one member highlighting his dissatisfaction and may consider resignation from the Group. It was hoped this would not be the case.

Following a brief discussion the Terms of Reference were agreed and approved to be adopted accordingly.

At this point it was reported by Lauren that Jane Bacon had left the Organisation; there being a replacement, Sukhi Sani who hopes to attend meetings as soon as is practically possible. Mark has also left Evergreen with no replacement at the moment.

Evergreen APP and Ask my GP still no response re GDPR update.

There was a short discussion re the front desk, telephone and appointments problems being experienced.

Staffing issues highlighted with one GP leaving. It was hoped that a recent application would prove successful with a forthcoming offer. It was also confirmed that an ANP had given notice a review of the situation was in hand. It

was confirmed that ANPs completing their course would be given additional duties accordingly.

A short discussion revolved around the incidence of Scarlet Fever with lots of requests from concerned Parents and in particular requests for appointments, advised by UK Health. The Health Alert stated had been raised to level 4 putting pressure on antibiotics. There being less availability across the entire system. It was reported that no reallocation of resources required at the moment. Capacity could be an issue but there is some flexibility re urgency, appointment slots highlighting the bulk of the issue.

The supply of second Antibiotics is under investigation, no stocks of Penicillin within the Area at the moment, this being a regionalized issue rather than a National one. An update is required re stocks at Pharmacies.

Pharmacies – experiencing a low level of staffing, people being not well at a particular disadvantage along with very young children and Mums in particular. Plans being in hand to reduce the burden accordingly.

International Day – Good networking on the day, attendance was poor and the Evergreen App missed out on 4,000 patient awareness exercise. It was hoped that a slightly different approach next year would produce a better outcome. It was confirmed that a telephone call was made to Evergreen to inform accordingly and non English speaking Patients were highlighted as a particular problem.

The mopping up process was still ongoing re the Flu Vaccine, 80 per cent being undertaken. Mop up Clinics will be available throughout January and February 2023.

The question of Waiting Room improvements were raised due to the CEO (Mark) leaving. Clarification re next steps was requested and Lauren to chase accordingly re: clarification.

A Touch Screen next week will be installed re Check-In within the Reception Area. It is hoped this will facilitate flow accordingly along with waiting areas to be identified.

More detail awaited from Pat B re; Patient Survey.

Evergreen repeat prescription review – no review done but prescriptions still available. A question was raised re the definition of Review. Some drugs being controlled require a review. Statins for example will require less of a review, some drugs require frequent review, frequent blood tests dependent upon individual. Repeat prescriptions did present an issue but hopefully now resolved. Lauren gave an explanation as to what might happen re the circumstances outlined above. A general discussion took place around Prescriptions and in particular the Evergreen APP.

Following a short discussion, Lauren updated the meeting on the known, particular phone issues and is awaiting more information re timeline for the roll out. A request for an update at the next meeting was requested from Lauren who agreed to obtain for the next meeting.

Suggestion was raised that Patients can't deal with challenge. The issue of Asthma was raised and Lauren was asked if this could be discussed with a Review Nurse. It was agreed that Lauren check a Clinician has clarified the Patient is happy and needs no further help.

A request for information re Budgets for Surgeries was made and it was agreed that PB write to Suki asking for an update when contact details are provided.

Enhanced Service Payments from the Council. It was confirmed that Omness would have this information as opposed to Lauren. A brief discussion around personal Patient budgets ensued. There being no staffing budgets to hand to date. A general discussion took place and there seem to be no budget for a particular service identified. It was agreed that PB meet with Lauren to formulate a list together.

A general Budget discussion took place. Omnes being a profit making Organisation will ensure they make a profit. It was assumed very little difference re GP Profits. Contracted Services have to be performed irrespective and achievements are monitored as outcome impacts on Practice income.

Meeting closed 6.40pm
Next meeting January 11th 2023