

The Sidings Patient Participation Group

Minutes of the meeting held on November 9, 2022

Present: Phillip Bosworth, Sue Fidler, Mike Forbes, Pat Bowles, Alan Pickering, Gordon Allen, Gillian Brown, Alan Brown, Janet Barton, Janice Vickers.

Practice: Lauren Hunt

Apologies: Tim Boardman

Minutes approved: October meeting

Matters arising: None

Agenda items:

It was confirmed there would be no representation from Evergreen and Omnes at the meeting.

Mark Hindle not present from Evergreen so no update on the GDP clause / aspects raised from of the Evergreen App conditions.

Lauren was able to confirm a successful outcome for the flu clinics with 4000+ patients in attendance. There would be a requirement for a few mop-up clinics which are already in hand.

International Day to be held on November 26. Patients, friends and families all invited. The focus is on non-English speaking communities, translators will be available. Feedback into the practice and engagement with visitors on the day from the various stands.

There was a request about the percentage of patients who are non-English-speaking and was thought to be around 35% as a guess. Lauren agreed to extract figures from this ethnicity point of view.

Clarification requested re: the possibility of six weekly clinics providing ear vacuum facilities, overseen by Lauren.

Confirmed that as a practice manager she has been requested to oversee a project under the heading of "inequalities and social prescribing".

It was stated that the three vaccination sessions recently completed by the practice had proved successful. PPG representatives during the period were Philip Bosworth and Sue Fidler with a more detailed discussion to take place under AOB.

Practice survey:

Group awaiting Jane Bacon to forward information that is available on the closed questions, Re: insufficient boxes and non-applicable aspects. Feedback still awaited. There was a short discussion around survey monkey it was agreed that further discussion would be revisited at another meeting when Jane Bacon is available.

Confirmation of a local PCN meeting in Boston on November 10, 2022 Phillip Bosworth and Sue Fidler will be attending.

Evergreen App: Full next meeting update. (approx. 4000+ takeup)

PPG noticeboard now in place in the practice waiting room.

It was reported there had been no regional PPG meetings update. Feedback issues outlined that patient involvement must be two-way as the regional PPG meetings did not allow proper interchange between those who attended the meetings. next meeting will discuss return to face to face and under the previous CCG council regions for GP practices.

The PPG re-commenced following Copvid for the first time in May 2022. A small group initially, but recently the PPG has expanded in numbers. The practice manager expressed a view that the group had not been proactive and no forward planning obvious. This was challenged requested to expand on her statement. A general discussion took place and the chair emphasise the role of the PPG to be independent and the PPG had in fact invited outside agency representatives to come and talk to the practice and would be doing so more in the future the PPG to inform of the wider NHS services and challenges.

The PPG will attend the international event and has attended the flu clinics. The PPG secretary expressed disappointment about the comments from LH and that they were not a fair criticism and felt the need to remind the meeting that there had been support to the practice as above and the patient participation had been informative and also had seen consultation / information visits from Secondary Care trusts, CCG staff and PPG representatives about services which were key to the region.

There was a general discussion about the terms of reference circulated and the content which is sourced from The NAPP, PPP, Healthwatch and the NHS / CQC.

(Two members of the meeting left the meeting early for personal reasons)

Having discussed the content of the terms of reference the chair asked all present if they were happy to agree the terms of reference as circulated and adopt them. A vote was held and all present as a majority agreed adoption of the terms of reference.

It was confirmed the practice had 2.6 full-time equivalent GPs and the remainder of doctors were locums. A short discussion took place and recruitment areas highlighted and the services that the practice would like to deliver. Omnes are experiencing recruitment issues as GPs are not wanting to be salaried and prefer locum work.

It was confirmed that the telephone system was slowly improving but still had issues and that progress was being made to replace it for a more fit for purpose system which requires funding. It was confirmed that assistance is available from 4 pm Friday to 1 minute past midnight.

A pre-meeting time of 30 minutes was suggested and adopted by all for PPG business from 5 o'clock enabling Lauren to come into the meeting at 5.30pm.

The meeting closed at 6:40 PM

Date of next meeting December 7, 2022