

# The Sidings Patient Participation Group

## Minutes of a meeting on 11th January 2023

Chair: Phillip Bosworth

Secretary: Sue Fidler

Present:

Tim Boardman, Mike Forbes, Pat Bowles, Alan Pickering, Susan Humby, Roy Humby, Gillian Brown, Alan Brown, Gordon Allen.

First half an hour PPG only with no Practice Participants

Apologies: None

Approval of previous minutes: Yes

Matters Arising:

The Group was given an update of the practice regarding staffing.

Other news:

Jane Bacon had left Omnes.

(concerns raised about outstanding questions re: staff resource-investment, promised KPIs would be given to the Group. They have not materialised. No-one from Omnes to query.

Mark Hindle had left Evergreen App – No answers still to GDPR concerns regarding what they could do with Patients data. Mark H had agreed and confirmed there were questions to be answered surrounding their GDPR policy as written and discussed with him.

Dr Barrett will be leaving the Practice.

New Omnes Director: Suki Sani

NO Omnes or Evergreen personnel consulting or inter-actioning with the PPG.  
Concerns were raised why?

The Group agreed to discuss the concerns surrounding Omnes which had arisen. A debate ensued and all felt that the PPG was being excluded and left out of plans and no consultations at all.

Ian Scott ICB to be asked to come to a PPG meeting . Sue Oakholm ICB lead for GP practice.

Ask my GP was not working correctly pointed out by a member. Ian Scott meeting with Lauren to look into it.

It was felt that the App was not working as effectively.

No confirmation of appointments, requests – users left in limbo.

Dr Butt and Dr Dang would be working remotely via phone / video.

A brief discussion revolved around the provision of a Walk-in treatment centre

Re: a leg and ulcer clinic, wound clinic and a minor injuries clinic.

Re: also running spirometric and mental health.

A question was raised about staffing levels to provide the service.

It was noted that Omnes run 7 practices on a caretaker basis in the South.

It was noted that locums can cost £800 daily.

What are the performance indicators when using locums?

It was suggested that the Group should ask Matt Warman to a future meeting (as other GPs had done). It was agreed to do so.

As the group had not received any replies from Omnes or Evergreen senior Directors for some months (since the initial visits, it was felt there was a need to send in an FOI to obtain the contract from the ICB.

Bearing in mind the recent withdrawal from a contract in Essex (and as mentioned just a few days), all group members expressed concerns.

The Group agreed to the Chair speaking with Ian Scott and Sue Oakham to get clarity around Omnes and Evergreen unanswered questions, sudden departure of senior execs and try to see what was going on with the Sidings provider service..

There were concerns of staffing numbers and should the owners pull out (the history of owners pulling out of a contract in Essex with short notice was noted well) it was felt that the effect of such a situation could be devastating to staff.

The meeting closed at 6.30pm

Date of next meeting 15<sup>TH</sup> February 2023 5pm