

The Sidings Participation Group  
Minutes of a Meeting held on Wednesday 19<sup>th</sup> April 2023

Chair Phillip Bosworth  
Secretary: Sue Fidler

Present – Tim Boardman, Mike Forbes, Pat Bowles, Alan Pickering, Susan and Roy Humby, Alan Brown, Gillian Brown.

Kevin Murphy, Director, Head of Primary Care Omnes,  
Lauren Hunt, Practice Manager

Apologies: None  
Non attendance: Gordon Allen

Approval of previous minutes: March 15<sup>th</sup> 2023  
All agreed to approve.

Matters Arising:  
Short discussions took place prior to 5.30pm.

The Chair reaffirmed the groups reasoning behind the first half hour of the meeting, being dedicated to committee only. Supported by majority-one against.

Points discussed:  
It was confirmed re: concerns expressed by the Chair around Sick Notes/Due Date and the Evergreen App having a bug have now been resolved as a week's wait being unacceptable.

A short discussion took place re: the signing of sick notes by a Pharmacist within the Practice. Lauren had explained to PB this was now available to the practice. Needs to be timely.

System on Line was now working satisfactorily. The Evergreen App does not have the same facility, in particular, an acknowledgement of the request to see a Clinician is needed. This is carried out via email only but didn't always happen. It was confirmed that Lauren was looking into this issue with the App.. (follow up)

A general discussion around biometrics to login to the App by fingerprint which was not working to task, took place. Acknowledgement the App was not easy to set up but special instructions were needed to enable biometric login can solve the issue, reported to Evergreen.

The Chair outlined a recent meeting with Omnes senior management team and Evergreen Management. He felt the meeting had been productive and informative. KPI's were discussed in length.

(follow up re: KPI's to be supplied. Action: Caroline Shaw and confidentiality and data partners.)

A brief discussion took place re: access issues via Omnes, and confidentiality of Data and use of, by, to other partners...in particular. There was a reassurance that confidentiality was uppermost. It was stated at some point, research involving patient medical records would be available but remain anonymous. The Chair expressed his concerns about availability of sensitive information as the Evergreen App had access to unlimited data and demand for such could prove problematic if not restricted appropriately. Data was stated not and would not be used without consent.

A member expressed his concerns over key performance documentation still not available and a short discussion took place. (follow up)

The meeting was joined by Lauren Hunt and Kevin Murphy.

Pat raised the question of confirmation re: appointments via the Evergreen App. Pat felt confirmation should be automatic and punctual, which seems not to be the case, leaving a question mark as to its function needs review. (follow up LH)

Lauren explained the act of appointment acknowledgement. Request should be sent immediately but an actual appointment would take time. The process has to be finalized by a GP. The process can be slow when taking into account the request is sent directly to the GPs which in itself slows down the process. It was confirmed by Kevin that Face-to-Face appointments were slightly longer as opposed to Telephone appointments. (follow up)

A 7am opening of the Evergreen App was highlighted as it was felt this was an unfair practice and disadvantaged and marginalized many patients as there were over 11,000 not using the app and could not make appointments until 8am when telephone lines opened. KM agreed this seemed unequitable and needs urgent review. The app closes to appointments giving priority to App users over others.

An investigation is in process and a report will be given as soon as possible. (follow up)

Concerns about non-availability of appointments were continued, in particular to patients who do not use the Evergreen App. A general discussion revolved around patient access to appointments in general, particular patients who for whatever reason prefer to walk into the Surgery to make face-to-face appointments. There were also still, ongoing situations re: the telephone system which have yet to be resolved with the ongoing contract and maybe September before ICB funding available (Ian Scott

previously discussed). It was confirmed that an upgrade was in hand. When is the question?

More discussions around appointments in general took place. Finding the balance was key especially with a finite resource. It was confirmed that the App shuts down at 9.15 am or earlier due to appointments filled... and a lack of appointments being available to others.  
(follow up)

However, it was confirmed that a duty Doctor for young children in particular, under 5's, was available at all times. There was also a Red Flag system set up to over see elderly and vulnerable patients via a duty Doctor.

The question re: appointment times was raised again and it was confirmed that 15 minute appointments were the norm but some flexibility within the system for unexpected and complicated issues is available to GPs. It was also confirmed medical notes, on the whole, were written up during this 15 minute timescale. Extra time is always allocated.

A general discussion took place the running of the Practice. A short discussion around the Wait-less App and its impact on UTC's in particular.

Lauren gave an overview of future events and information days within the Practice.

Various Health Campaigns and Men in particular raising awareness in general incorporating health providers within the Practice. Heamochromatosis in particular to be highlighted. As their office (5 team/staff) is local at Pinchbeck, Spading. We could invite them to a PPG meeting to raise awareness. (follow up PB) .

Coffee Mornings in September, a list of events to be sent out with a request for volunteers. (follow up. Action LH)

Kevin informed the meeting three new GPs working on a permanent basis were in the process of recruitment and would be employed shortly. Group pleased to hear the success in attracting more doctors.

Covid Booster for over 75s was in hand including patients with long term medical conditions. There was also a new surgery for lumps and bumps (minor surgery) smaller than 5mm in the process of being set up. This will be run by Nurses under a referral process.

A query was raised that the Check-in System at the Surgery appeared not to be working today. Lauren was unaware of this and will investigate accordingly.

Lauren to check on query raised re: Antiviral drugs being not available. Referral is usually automatic and there should be no issues.

It was confirmed by PB attendance at an ICB PPG teams meeting on Friday.

ICB run PPGs Teams meeting "county wide" on Friday, PB to report back.

Meeting ended at 6.30

Apologies re: Roy and Susan Humby away for next meeting, May 17th.