

THE SIDINGS PATIENT PARTICIPATION GROUP  
MINUTES OF A MEETING HELD ON 21<sup>ST</sup> FEBRUARY 2024

CHAIR: PHILLIP BOSWORTH  
SECRETARY: SUE FIDLER  
PRESENT: PAT BOWLES, SUSAN AND ROY HUMBY, ALAN AND GILL  
BROWN, MIKE FORBES, TIM BOARDMAN  
JOINING LATER: Jane Van Aken, DIGITAL transformation AND  
GOVERNANCE, EVERGREEN,  
MINUTES of the previous meeting: Agreed.

CHAIR :  
Chair confirmed an early 3pm meeting with Jane and Angelo, from Evergreen and was able to confirm ongoing development/ improvements were being undertaken to ensure the App`s functionality.

Work on going re appropriation of “bookings ahead” and perhaps Video appointments. Concern regarding limited appointments on the App was expressed, a discussion revolved around this issuer.

The Chair informed the meeting Jane would be joining the group at 5.30. The Sidings Compliance Plan 2023 was presented accordingly along with an outline of expectations.

Chair confirmed his recent attendance at an interview for a new Practice Manager. It was hoped a successful outcome would be forthcoming. A brief discussion took place. It was confirmed Omnes would continue to provide services for accounting and human resource within the remit.

ANY OTHER BUSINESS:

Ongoing discussions with the Landlord re the Practice Building confirmed. Non compliance had been identified. The CQC report had highlighted certain concerns. Omnes discussing with the Landlord in reference to the renewal of the tenency agreement, due shortly in 2024.

Prospective PPG Members.

Email contact made and one applicant confirmed to the Chair there was no further interest as the contact was a complaint (contained in the response) and forwarded to Trudy. One other application had been responded to but there had been no response.

Tim confirmed receipt of a round robin letter from Matt Warman MP outlining Conservative accomplishments. A general discussion took place.

A brief discussion revolved around a new telephone system still awaited by the Surgery. End of March 2024 being the date given for completion.

It was noted Reception had returned to its historical siting, this was felt by the group to be a positive move.

The absence of a general PPG survey re: the Surgery, had been noted, it was agreed one would be put in place shortly. Volunteers may be required.

Cooperation with the practice is needed to complete a patient survey according to the CQC regulations.

It was confirmed Dr. Darius, Laraine and Jane were working on an appointment system. Feedback from the group would be helpful. It was felt in particular, a free text box enabling Patients to have their say would prove beneficial long term. Also a request for a message service to make contact with the practice far easier. To be discussed further and monitored accordingly.

It was confirmed the next meeting in March would involve discussions around the Compliance Plan newly distributed to the group. The Chair is able to raise any points accordingly at the next Oversight and Scrutiny Meeting on March 20th.

Adam Hurd, Jane , and Trudy joined the meeting, Dr. Darius being online. Confirmation given by Adam, that a new Practice Manager would be joining the Surgery in May of this year.

Adam confirmed the new appointee was strong on Quality and Compliance, a champion of Patients with the added bonus of a Nursing background. At this juncture Adam Hurd, wished to express his thanks to the Chair for his participation re: the interview panel.

Jane V L confirmed her employment with Evergreen one year ago. Jane also having the added advantage of a nursing background.

An overview of virtual wards took place. Following initial discharge patients would be visited by Community Teams thereafter.

Some work on Digital Recovery on going within the Practice. Back to Basics were also highlighted along with AskMyGP Tool and the Evergreen Life App. It is anticipated small changes would be required.

Key Indicators awaited despite request by Jane. Adam confirmed these would be sent accordingly.

Jane highlighted ongoing changes to the App:

The hiding of the clinical button after midnight, new menopause pathway confirmed in place within App. It was also confirmed clinically validated pathways were available for the Practice and triage models.

Admin staff would be given extra training re “ back to basics” e.g. sick notes and repeat prescriptions etc. There were various models available to suit. A short discussion revolved around resource availability.

A short discussion revolved around Shetland , this being a sound performer with high levels of satisfaction throughout. Shetland having 10,000 Patients , consequently a comparison was acknowledged with The Sidings who had a larger and more diverse population.

Jane V L was able to confirm that user feedback given to Angelo had been taken on board with a new launch in March (date to be arranged) to improve user journey. Confirmation re a new mock up of the front screen was given. The group's thoughts were awaited with interest. It was also noted that foreign language translation was on going.

Confirmation of clinical and admin staff engagement on going. There being an Improvement and Recovery plan in hand. Confirmation of a snap shot of what is to be a new Rota looked good. ICB is in the process of auditing. Confirmation that two more GPs had been successfully recruited, 6 GPs in total, and solid Nursing structure ongoing. 4 ANPs now working within the Practice. One unfortunately has left.

A discussion revolved around video calling, this no longer happens in the Practice. The reasoning behind this, being no acceptable Wi fi provision/4G and not always available outside the Town Centre.

Chair asked when we could expect the report, currently being undertaken by CQC, to be released re Sections 29/31. A brief discussion took place. It was anticipated there would no more surprise Notices of significance being given.

It was confirmed CQC changing its format giving the Practice more control. There was the possibility of the Surgery being found "inadequate". A discussion around the make-up and what the ICB / Omnes Press Release would look like took place. It was felt crucial that there be factual accuracy.

It was hoped the said CQC Report would arrive within the next week. It was confirmed that a PR Agency had been approached and that Section 29/31 was now being managed successfully, with no backlog.

Relevant paperwork awaited from the Landlord.

A short discussion outlining a desire to return to a good level of performance took place. Possibly a 12 month journey in total to fix matters. December is a target date. Outstanding - being something to concentrate on at a later stage. The possibility of the group participating in surveys was suggested when systems were eventually in place.

A question was raised as to a future meetings being held on a Monday or Tuesday as opposed to Wednesday as |Dr Darius could attend. It was with much discussion that Wednesday was chosen to suit all the members. The Chair may be able to attend a Tuesday meeting on 19<sup>th</sup> March but has to check his diary.. he would find it difficult to do this on a permanent basis due to other personal and work commitments. The agenda would be sent out with the final date. Note:- that March 20<sup>th</sup> is the next recovery meeting so the meeting ought to be on the Wednesday as usual as Omnes will give an update to the PPG on the same afternoon / evening.

The meeting ended at 6.45 pm. Date of next meeting: March 20<sup>th</sup> 2024 at 5pm