**The Swineshead Patient Participation Group PPG**

**THE SWINESHEAD MEDICAL GROUP**

**Draft Minutes**

**Draft minutes of the meeting held on Tuesday 16th May 2023 5pm**

**Present:** Ava Harding-Bell (AHB) Chair: Roger Bell (RB) Denise Extence (DE) Chris Extence (CE) Reggie Medina-Rios (RMR)Barbara Connolly (BC)Secretary Tony Ronald Spencer (TRS) Deanna Ginns (DG)

Ava Harding Bell (AHB) Chair thanked everyone for attending this meeting and welcomed 4 new members. Denise Extence: Chris Extence: Regiie Medina-Rios: Tony Ronald Spencer.

**1.Apologies:** Salvatore Cannizzaro (SC) Michelle Bavetta (MB) Sandra Thompson Vice Chair (ST) Phyllis Marshall (PM)

**Resignation**: Michael Atkinson due to time change and other commitments.

Dr N Whitfield attended and we had good and open discussion including Patients not attending appointments and how it inpacts on Doctors and also the frustration of ringing back patients who are on triage and not being able to get hold of them.

2. **Minutes of Last Meeting:** 21st March 2023 Agreed

Matters arising and B/F from previous meeting

Key Point Indicators (KPI) David Harding Practice Manager passed round Patient statistics analysis per month including total April 22 Appointments **40023**

Patient Appontments from January 2023 to April 2023 Total **15457**

Face tp Face Appointments: 2022 Total 21674: January 2023 to April 2023 Total **7918**.

Telephone Appointments: April 2022 **18349**: January 2023 to April 2023 total **5637**.

eConsults January 2023 **608**: February 2023 **475**: March 2023 **491**: April 2023 **328** Total: **1902**.

**Did not attend Appointments:**

January 2023 – April 2023 Total appointments did not attend **533**

**Ava Chair said: Hours Wasted: 89 this has a knock on affect of patients who could have been given an appointment if the patients had let the surgery know they could not attend. One could further take the 89 hours divisable by 10 minute appointments equals 534 possible appointments lost. An observation by Ava it is like stealing time and stealing other patients appointments.**

**PPG Recruitment Campaign.** Ava Chair (AHB) spoke of the editorial she put in the Swineshead Life Magazine for May/June/July and said we have 4 new members from this article, and explained that the surgery covers a vast area from Swineshead up to Heckington, South Kyme, Donington, Gosberton Clough, Quadring, Horbling,Billingborough, Algikirk,Hubberts Bridge, Frampton West End. This covers a very rural area and we need to hear patients voices and have representation, and we are hoping to get new members also from those areas too.

Ava also mentioned that she had spoken to Fiona Anderson Deputy Practice Manager who is going to upload the PPG article and send a brief message with a link to the PPG Article out to all Patients electronically.

This would potentially capture **1000’s** of our patients. We currently have **8681 patients** registered with Swineshead Medical Group.

**ICB update**: Ava Chair (AHB) Ava explained that the ICB Countywide PPG were running their meetings in a different way. Now everything has changed: There would be Patient Locality Meetings every few months so PPGs could meet and network with other PPGs. She said that the February 2023 meeting was cancelled at short notice due to lack of participation. This was very dissapointing, as she was looking forward to the meeting. She further said the ICB would have to be a minimum of 5 different PPGs for the ICB to be able to hold these local meetings on Microsoft Teams.

She said about there being a big meeting with the ICB every few months for us to listen to their speakers and it was not a place where we could network with our ppgs as we would have to do this via the other meeting. Meetings would be fed into the Locality Primary Care Quality Assurance & Operational Group meetings and actions take to address and support compliance.

We are only allowed one representative at these meetings and as Chair she has been representing us. She said there needed to be a change in the current structure of these meetings as this way was not working. She would keep our PPG uptodate on what is happening.

**Covid Antivirals High Risk Protocols Update**. David Harding Practice Manager explained about the background of this to the new members in detail.

He said that the current Covid Medicine Delivery Unit in Lincoln County Hospital was closing and that Patients would be able to access the antivirals from the GP practice as of 9th of May 2023.?

He will write to all the patients that are Immunity Suspressed to inform them of the new way of getting the antivirals from the surgery. Ava said this will really help patients in this group to get the medication they need fast if they test positive for covid and will hopefully keep them from getting worse and being hospitalised. Ava said the old system was not generally known by patients or clinicians, and if it had not been for one of our patients who had covid we would not have been alerted to the hoops we had to jump through to get this life saving medication. It was a lesson well learnt and we do not want this to happen again. Now the medication is going to be prescribed in the surgery we are in control and can help our patients.

**Spring Booster**: This is going according to plan at the surgery.

(A member of the PPG bought up that she was in that high risk category and had to go to Grantham with a taxi fare of £82 to get her Covid booster where she had the relevent letter etc and was very upset about it) David said he would look into it.

**NHS App update**. David explained about the App and how patients would be able to see some of their records on the App from October 2023. Patients who have the app and are registered for online at the practice could already have this information, and a number of ppg members have already seen this.

**3**. **Practice Managers update David Harding (DH)**

David Harding (DH) confirmed that Doctor Usorah had signed his contract and will be staying on with us as a Salaried GP. Whereas Dr Gabriel had sadly declined and plans to relocate.

Therefore we are looking for another GP as well as an Advanced Nurse Practitioner. DF asked why Nurse Kelly had left the practice. DH explained that following her husband’s retirement (Dr C Kelly)last year she had decided to leave.

DH expanded on Partners versus Salaried GP’s. Dr Whitfield and Dr Alam own the Practice and share profits whereas salaried GP’s, Dr Shar and Dr Aslam are paid a salary as are the remainder of staff.

The NHS have agreed to fund an additional £1.8 million to Primary Care Networks to employ additional staff. (including GP’s, PCN Pharmasist, care-cordinator, admin,etc. )(ARRS funding).

1. Cancer Care Co-ordinator is employed by the Primary Care Network (ARRS). It is known that applicants have used offers of employment as a means of enhancing their current salary with their current employer, and possibly had no intention of moving.
2. The GP Assistant – who will be doing some of the simple GP admin and phoning the patients with results the GP’s have asked to pass on and tell the patients that a prescription has been written that needs collecting. A GPA started at Swineshead but resigned after one week . As its three quarters administration with one quarter clinical.

The PCN will arrange an advert and interviews for a new GP Assistant.

1. GP Recruitment.

Two new GP’s have appointments with DH with a view to possibly joining the practice. Because of a shortage of GP’s recruitment continues to be a challenge.

CE remarked in his opinion our Practice gives a good all round service. Having knowledge of other Practices he reiterated ours is first class compared with them.

RB Said that the patients need to be aware how the Practice works and exactly what they can reasonable expect from the Practice. As a PPG we asked if we could help to raise the awareness to the patients.

**4.** **Patients not attending appointments**

It was agreed numbers of DNA’s need to be reduced but unfortunately it is not possible other than sending reminders of appointments by text that is already done. Ava said as a PPG we will look to find a way to address this as losing a potential of 534 lost 10 minute appointments equating to 89 hours between January 2023 and April 2023 is stopping other patients getting the chance to see a relevent clinician across the board of the services the surgery offers.

**5. Communications with patients**

It was agree we should continue with and expand publicity to inform patients of the services the surgery offers.

**6. Books**

DH reported that it is too time-comsuimg for staff to maintain the books we have for sale in the waiting room. CE immediately voluntered to undertake the work, and we are very graterful for this offer of help and to the previous PPG members who have undertaken this task over the years. The money we make goes towards funding further medical equipment so we can see more patients.

**9. AOB** Roger Bell said he had spoken with 5 patients who were concerned with PCN Pharmasist who was changing their meds or dropping meds and David said if anyone was unhappy they should contact him as Practice Manager.

Ava Chair (AHB) thanked everyone for attending tonights meeting.

Next Meeting Tuesday **25th of July 2023** **5pm** (one week later than normal)