

<p style="text-align: center;">Willington Surgery Patient Participation Group (PPG)</p>

14th December 2021 PPG Meeting (Zoom meeting)

The minutes of the last update have been approved by the group electronically and will be displayed on PPG notice board and surgery website.

Present

Sue Carter, Holly Goodrich (Practice Manager), Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Jo James, Sally Lovatt (secretary), Barbara McCardle, Vic Wright

Apologies

Christopher Baker, Yvonne Hobday, Maisie Trotman, Ann Wood

The chair, Margaret Hooley, welcomed everyone to the meeting and we also welcomed a new member, Jo James.

Jo is a resident at Mercia Marina and edits the monthly newsletter as well as being very involved in the Mercia Marina Community. Jo has a background in tertiary education, including organisation and fund raising. Having noticed the presentation by Rob Sturch from Digital Connect (September meeting), Jo contacted the team and has signed up as a volunteer to support patients struggling with technology.

The group were saddened to learn that Ann Wood has resigned from the committee after many years of service, mainly because her sight prevents her from participating fully.

From the last and previous meetings

Mother and baby Group

The present midwife is retiring so Mother and Baby group to be postponed for further consideration at a later date when new midwife settled and 'things' are back to normal.

Website

Update from HG: A new website is planned which should have the type of information suggested. Currently on hold as so much more occupying management time.

Treasurer's report

£5867.32 C/A and £5.47 petty cash. A defibrillator has been purchased at a cost of £1170 and £20 paid for South Derbyshire District Council for license to have raffles etc. Books have been opened again recently. Hand wash is available and the area is wiped down at least twice a day. Patients are asked to only look at books as they leave the building.

Jo James suggested that she approaches the Marina residents to see if the large collection of books up there can be recycled to the surgery.

Vic W wondered if more shelving would be required and Holly confirmed that more shelving is available. It was suggested that a separate zoom meeting is held with Margaret and Janice to sort the bank account, signatories and online banking.

Practice Manager's Report- Holly Goodrich

COVID Booster program – we ended up only managing to do one clinic of 500 due to the amount of red tape put in place. Currently our Primary Care Network is still not looking to sign up for the Booster program as logistically it is still too hard to run a practice and a successful COVID Booster program with the high demand for general appointments at the moment, notwithstanding the Long-Term Condition and QoF appointments which are what they are trying to protect. We are concerned about housebound patients as this is being done centrally and they have 3000 people to vaccinate for the whole of the Derby City PCN. Currently, 600 have been booked in up to 17th December but the rest will be contacted. The main issue for them and practices is the 15-minute wait after the patient has been vaccinated as this slows everything down. **(This may be abandoned and there may be changes to the 'drawing up' procedure which will speed up the process and result in a flu clinic type arrangement)**

If you know anyone who is housebound who could make it to a venue, please encourage this to happen.

Sue C asked if it would be arranged like a flu clinic and Holly agreed that it could.

Margaret H asked if volunteers might be required if clinics are arranged and Holly answered that they could be.

The paperwork and procedures are in place from 2 months ago to run the clinics so based on previous performance the clinics could go ahead without more legislation.

Holly shared some call statistics

Some statistics

In November we had calls of:

45,899 total calls (this includes incoming, outbound, internal etc.)

Sue C suggested that the number of calls is inflated by call back figures and hard to accurately judge

6,823 – outbound

24,974 – answered

The answered calls break down to 38 per hour per reception team member

119 is letting GP practices down by continually advising patients to speak to their GP about COVID appointments but it is not being handled by GPs

Appointments in November

2021	5520
2020	4687
2019	3977
2018	4649

Total appointments 5520 / 134 DNA's (including flu clinics but not weekend clinics)

GP appointments 2625 / 119 per day average

Nurse Appointments 1728 / 78.5 per day average

HCA & Phlebotomy appointments 940 / 42 per day average

First Contact Physio Appointments 95 / 9.5 per day average (works 2 ½ days per week)

Clinical pharmacist 61 appointments in month

Sue C commented that the numbers of appointments from 2018-2020 were not significantly different but much bigger this year. Holly G commented that demand for appointments has increased and Dr O'Hara is now working 3 days a week and an extra locum on a Wednesday to try and keep up with demand.

On 14/12 Holly reported that all available appointments had gone by 8.20am.

Number of appointments and Did Not Attend (DNAs)

Month (2021)	Total number of appointments	Number of DNAs
July	3744	72
August	3743	54
September	3611	76
October	5499	121
November	5520	134

No idea why DNAs have increased. Jo James asked if patients were advised that they missed a call.

It could be that patients do not consider a phone call as an appointment.

Patients get a follow up text if appointment is missed. Then a follow up letter. After 3 DNA in 12 months the patient is asked to leave the surgery. There are exceptions such as patients with dementia, who are also usually phoned before an appointment with a reminder.

DNAs don't just waste clinician time but also admin time.

We have started looking at the project to move the appointment system back to where we had it before COVID but it is difficult as we are still dealing with daily/weekly team members having to isolate – some can work from home but not all.

Face to Face v Telephone consultation was at 53% in October (for f2f) and in November 46% - this is based on patient choice but also our GPs are reviewing their clinics before they start and anyone booked in that they believe they would want to see face to face then the appointments are changed to face to face.

We are currently looking at employing 2 Clinical Pharmacists (due to Ella leaving) to join the team which will really help with Long Term Conditions alongside our nursing team and support medication reviews and be proactive on promoting healthy living and preventative work.

We now have an established social prescribing team of 3 (Gary, Sam & Lydia) who are based offsite as work across 7 practices but being mentored by Dr Cowley.

The defibrillator has been put up (photos attached) we are looking at get a plaque put up informing the patients that it was funded by the PPG efforts – or should it say "The friends of Willington Surgery"?



It was agreed that the plaque should say Patient Participation Group as this was the situation at the time the funds were raised.

PPG Facebook Group

Pete H fed back that there are now 345 members of this group and apparent interest in items posted. Several patients have expressed an interest in joining PPG. It was set up as a vehicle to provide information and not as a platform for responses.

Information is posted in small amounts rather than posting, for example, the whole of the information sent by Joined Up Care Derbyshire. On Mondays a list of contents is posted to signpost patients to areas of their interest and this has been highlighted by 'Spotted' groups.

Jo J suggested separate files for Facebook PPG information

And to support patients and surgery 'idiot Guides' such as 'How to make the most of a telephone appointment'; 'How to book an appointment'; 'How to navigate the surgery website' etc

Pete H and Jo J agreed to look at this project

Any other Business

Janice H asked if we were aiming for AGM in May- agreed and accounts would be closed in April for auditing

Sue C expressed concern that the Facebook Group was being used because the surgery website is too complicated with lots of messages, different fonts and colours. Holly agreed and a new website has been part of plans but other work has overtaken this as priority. The website is provided to GPs and information added. It is time consuming but feedback is welcomed. Sue C wondered if there were any statistics for number of website visitors.

Barbara M reminded the group that wipe down chairs had been considered at the June meeting. Holly had checked and the chairs are considered suitable for standards of hygiene and are wiped down with antibacterial wipes daily by cleaners.

Holly thanked members for their support.

Skin Lesions

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2022.

SG suggested a support group for patients with health anxiety. HG suggested that it could be a PCN development held on neutral ground.

Next meeting 18th January (time to be confirmed, [probably 11am])

Agenda Items please forward to Margaret Hooley

Contact: mhooley.hoolmarkprt@btinternet.com