

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 10th JANUARY 2023

Present : Jane Rudon, Kerrigan Rudon, Vicky Hill, Gwen Thompson, Mike Thompson, Karen Gavin, Irene Gwizdala and Roy Birch.

NOTES	ACTION BY
<p>GROUP MEETING</p> <p>Jane Rudon opened the meeting and welcomed all members. There were apologies from Dr Mukadam, Margaret Msimbe, Linda Haigh, Klair Allen and Stewart Hill.</p> <p>MINUTES OF THE LAST MEETING HELD ON 08.11.2022</p> <p>It was agreed that the minutes were accurate.</p> <p>MATTERS ARISING</p> <ol style="list-style-type: none">1) Jane stated that she has sent a card to Nic Gavin thanking him for the many years he had been part of the PPG. Vicky said that she would do the same on behalf of the practice.2) <u>DNA</u> – Jane has put a notice of the DNA statistics for September, October and November on the notice board. This will change quarterly. It was suggested that this should be put on the walls in both notice waiting rooms. Jane will email Vicky with the notice and Vicky will display it. Patients who do not attend appointments more than once are contacted by Vicky. Jane has created a display hoping to encourage more women to come and have a smear test. She has also written an article for the winter newsletter.3) <u>Flu/Covid Clinics</u> – Patients who are due vaccinations and flu jabs are contacted at least twice. If they then fail to attend the surgery has done all it can and the Integrated Care Board will not penalise the surgery. The surgery is having problems getting pregnant women in for flu jabs and 2 to 3 year olds. There was a suggestion that some people have had enough of vaccinations.4) Jane wrote an article for the winter newsletter and made a notice board display about patients who need interpreters <p>STAFF UPDATE AND RECRUITMENT AND RETENTION</p> <p>There have been few changes in the staffing complement but there has been a lot of illness that has caused issues. Vicky is hoping to employ more part time staff as it is easier to cover absence with PT staff because of the greater flexibility. There was a discussion about being careful not to identify particular members of staff in minutes.</p>	<p>VH</p> <p>JR</p> <p>VH</p>

CQC UPDATE – ROYAL COLLEGE OF GPs' VISIT

Fosse Medical Centre volunteered to have a visit from the Royal College of GPs who have been commissioned by the ICB to undertake inspections. As there has not been a CQC inspection for some years it was thought that it might be helpful. The inspectors were a Practice Manager and an Advanced Nurse Practitioner.

Everything went extremely well. They were happy with the relationships within the staff and how the practice is run.

The team made two points that they felt the surgery could act upon. First, they said that they considered that the existing computer system is archaic. Secondly, they felt that the surgery was not good at advertising all the things that they do so very well, over and above the norm. For example, there are colleagues who are working with other surgeries to try and improve their efficiency; the practice teaches many medical students; the additional training that takes place etc. These things need to be documented so that when CQC do come to inspect the evidence is there.

The PPG congratulated the surgery on this excellent inspection.

Primary Care Network

The old PCN has now closed although there are still some ongoing issues.

There are also some issues with the new PCN as one of the surgeries is currently out to tender so is not in a stable situation.

It was felt that the other three surgeries should have some input into who is going to take over this surgery that is in a difficult situation.

The four surgeries in the new PCN are Fosse Medical Centre, Manor Medical Centre, Beaumont Leys and Walnut Street.

Practice Leaflet

Vicky is still working on this. She will send the next draft to Jane when it is ready.

Reception Training

Vicky and other colleagues have been continuing to do very successful reception training. This training will be out for commission soon and FMC will go for it.

Re-invigorating PPGs

Jane, as Chair of the PPG, attends PPG network zoom meetings when she can. She reported about some work the ICB is doing on trying to re-invigorate PPGs. They suggest trying to use community spirit to try and get more members. They said how beneficial volunteering is to a person's health. They have come up with a number of engagement activities.

All PPGs are trying to become more diverse and the toolkit they are producing should help that.

Vicky felt that it would be helpful if Practice Managers were part of these meetings as she felt that they have an insight into things that patients might not have. An example of this was the Pharmacy Scheme which is meant to make life easier for patients but in reality it does not work.

Vicky also wondered if there might be some FMC patients who are unable or unwilling to attend meetings but who might be interested in emailing questions or comments to the PPG for consideration at a PPG meeting. An email address would need to be set up. Perhaps a quick survey might find out if there was any interest.

VH

This will be discussed at a later date.

COMPLAINTS/ PLAUDITS

There are a number of ways of commenting on surgeries not just the Friends and Family comments and NHS Choices. Some of the Google reviews are not very good. However, these can be answered and if shown to be inaccurate they can be removed.

Jane mentioned how several patients had commented on how thorough Dr Topala is and they were pleased that she takes the necessary time to thoroughly investigate the medical issue.

SIGNIFICANT EVENTS

There was a significant event regarding a member of staff. The system found an error which has been satisfactorily resolved. Learning points have been taken from this incident. It is hoped that an additional staff member might be employed to ease the workload.

NEWSLETTER

The spring newsletter will be out in March. One item will be calling patients who need a review to book an appointment.

DATE OF THE NEXT MEETING

The next meeting will take place on Tuesday 28th February 2023. One agenda item will be the question of name labels for staff.

ANY OTHER BUSINESS

A PPG panel member told the group about how shocked and angered she was witnessing the verbal abuse that reception colleagues were subjected to by a patient. Vicky said that this is a daily occurrence. The PPG panel were outraged. Staff are trained in dealing with bad behaviour and are supported. Patients can be deducted if they abuse staff.

It was suggested that the Zero Tolerance notice be put in several places around the waiting rooms. Jane will email it to Vicky.

There being no other business Jane thanked the attendees for their presence and closed the meeting.

JR
VH