

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 18th March 2025

Present : Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Stewart Hill, Gwen Thompson, Linda Haigh, Ian McCormack, Klair King, Dr Mukadam and Aaron Mann.

Apologies: Ian Buehring, Vicky Hill.

NOTES	ACTION BY
<p>GROUP MEETING</p> <p>Jane Rudon opened the meeting and welcomed all members.</p> <p>There were apologies from Ian Buehring & Vicky Hill. Jane has emailed two young people who previously showed an interest, however there has been no response.</p> <p>2. MINUTES OF THE LAST MEETING HELD ON 28th January 2025.</p> <p>It was agreed that the minutes were an accurate record of the meeting.</p> <p>3. MATTERS ARISING</p> <p><u>Appointments Missed:</u> Data for the whole of last year shows 1420 doctor appointments missed however this does include appointments at vaccine clinics. The monthly data has been displayed on the door for about two weeks, Klair gave feedback that patients are shocked by these figures. Klair offered to provide additional data on the costs of these missed appointments – to be included in a newsletter, not on the doors. Question – are there many “repeat offenders”? Answer is yes. Aaron explained that these people receive additional text message reminders. Aaron checks staffing rotas three weeks in advance.</p> <p>Aaron explained how the infection control works when staff wash hands, apply a cream and then check under UV light. This highlights areas that may have been missed. It has been a good learning exercise for staff.</p> <p>Jane asked if there are set prices for travel vaccinations. Aaron replied that the most cost effective option is searched for as prices per supplier do vary. Forms for travel vaccinations must be filled in 6-8 weeks before travel.</p> <p><u>Myths vs facts for Vaccinations:</u> Covid Jane provided a document. Klair passed on a request from Dr Mukadam that an article on the importance of children’s vaccines be included in the next newsletter. Unfortunately, there are many DNA. This is for first vaccines at age six weeks and boosters. Suggestion of a notice board display including myth busters and dramatic photos of the possible consequences. List positive facts.</p>	

Surgery has met all QOF (quality outcome framework) targets. Example is seeing a quota of diabetic patients for a diabetic review.

A QOF notice board will hopefully increase attendance for vaccinations.

Site a notice board where people can easily read it without having to specifically go over to it.

Q: Is it possible to approach primary schools about vaccinations? A: Possibly request an item to go in a newsletter at pupils parents/carers.

Find out which schools are in the surgery catchment.

4. STAFFING UPDATE

Arti, the new receptionist has settled in very well.

Someone is required to work on the New Patient Registration forms (30-50 per month).

Dr Matthew to return on April 1st.

Dr Patel is settling in well. Aiming to be a new partner taking on Dr Matthew's patients.

5. PRIMARY CARE NETWORK

Spring Covid vaccinations due 2nd April & this clinic was fully booked. However, the PCN has not agreed to this. A surgery is not allowed to provide this service alone and other surgeries in the PCN are not offering this service at the moment. Patients are to be advised where to go instead.

6. CARE QUALITY COMMISSION

Aaron explained: Expecting the finalised report in the next few days. From the draft report the surgery has a "Good" rating in all areas. Draft allows the surgery to respond requesting any amendments, however, it was not necessary to request amendments

All recommendations in the report have been actioned.

The inspection had prompted a good spring clean & clear out which is hoped will be maintained. Noted that it has also been a good team building exercise.

This report will be available to read on the surgery website. Previous reports can be viewed on the CQC website.

A note to be included in the newsletter directing people to the website to read the CQC report.

Vicki & Aaron have submitted an application for funding to do an extension and a lift. Disadvantage is that funding tends to be given to surgeries with bad reviews, not to ones with "Good" CQCs.

7. Feedback from PPG network including issues regarding the 10-year plan for the NHS

10-year plan & dissolution of NHS England.

Is it going to affect us? Is it going to happen?

Dr Mukadam explained that there are some benefits as there is much duplication and waste. However, the plan will take a long time to roll out.

A direct impact on the surgery is, Dr Matthews retainer plan as this is done by NHS England.

It will set back the 10-year plan.

Integrated care board – What NHS England does will be moved to the ICB.

Work that was previously devolved out will be taken back by the government as the devolvement seen not to have worked.

They are still asking for suggestion to be put forward for the 10-year plan

1. Making better use of technology.
2. Moving care from hospitals into communities.
3. Preventing sickness not just treating it.

Discussion of telephone system.

Should provide a lot more information on how many calls are made and how long they are kept waiting.

Sick note policy has now moved to online request. Problem is people who are not registered at the surgery have been able to request sick notes!

PPG network

Improving:

- Ambulance response times
- Patient waiting times
- Access to operations
- Flow through Mental Health

At the meeting that Jane attended there was an interesting discussion from consultant Kidney doctor. Annual checkups don't often include urine tests but these can be most useful in diagnosing Chronic Kidney Disease. Question: Does this surgery use the urine tests. Answer was yes.

Dr Mukadam explained that the surgery will use the student to look at chronic kidney disease and proactively uses both urine tests and Blood tests.

8. COMPLAINTS AND PLAUDITS

One issue of threatening behaviour towards a doctor and the doctor's car. There is a zero-tolerance policy – resulting in an 8 day deduction for this patient.

Opinion requested – all in agreement to stick with zero tolerance – don't wait for a violent incident but take action at the threatening level.

A warning letter was not considered sufficient in this situation, there has been previous aggression from this patient.

Question: should the police be informed? Perhaps get crime numbers from the police.

9. SIGNIFICANT EVENTS

Phone systems down. Network systems down.

10. NEWSLETTER

Include a note about how to request sick notes online.

Include a note on the zero tolerance policy.

11. DATE OF THE NEXT MEETING

The next meeting will take place on. **Tuesday 29th April 2025**

There being no other business Jane thanked the group for their attendance and closed the meeting.