



Patient Participation Group Meeting held via Zoom on

Wednesday 21st July 2021 14:30 – 15:30

MINUTES

Present: Helen Proud, Regan Parkes, Sybil Waplington (no video oand on mute/no microphone although Sybil could hear the meeting), Peter McDonald and Sonia Dilcock

Apologies:

Helen welcomed all present and introduced herself to the group as the new Operations Manager

Minutes from last meeting

Peter couldn't locate his copy of minutes from previous meeting due to it being so long ago in his emails.

Practice Agenda Items

Dr Abell's retirement - Dr Abell will retire as a partner from the practice early August

GPs Maternity Leave – Both Dr Mary McKenzie and Dr Nicola Stainton will be finishing to go off on maternity leave in the next few weeks

Staff Leavers and Starters -

- Helen Kay one of our typists is leaving us and we are pleased to announce that Clare one of our current receptionists who is a qualified secretary has been offered the role as practice typist. This means that we have a current advert out for a receptionist and interview will take place shortly.
- Genieve Revell has started here at the surgery and will be training up to be a Nurse Prescriber to help the clinical team out, Genieve joins us after working in A&E for a number of years
- We have appointed a lady called Mariesa Barnsley to help the practice nurse team until Hope returns from maternity leave

The lifting of restrictions - Although the government announced a lifting of restrictions from 19th July the practice has taken the decision that as the health and safety of both patients and staff is paramount the main surgery doors will remain on automatic & closed and patients will continue to buzz in and confirm they have no COVID symptoms; in addition all patients and staff will continue to wear face coverings (unless an appropriate exemption is in place)

Social Prescriber – The practice has a share of a social prescriber who will be accepting referrals from surrounding practices of patients with addictions, homelessness domestic abuse to name a few. Kare uses a holistic approach and has various other pathways to refer patients to.

Artwork Project - Helen and Nikita have been working with Cavendish Primary School for the artwork. This has now been completed by the children and will be collected when schools return in September.

eConsult – At an attempt to try and meet the current demand on the practice for a trial period from 14th June Whittington Moor went 'live' with eConsult. eConsult is an online questionnaire which has an algorithm behind it provided by WebGP. Patients access eConsult via a banner on our practice website and submit a form which is then triaged by our experienced reception team using a patient condition tracker, if this needs review by a GP we have a GP on eConsult each day to review these. So far the patient feedback is positive. Both Peter and Sonia said they have used eConsult and were both positive about it although Sonia thought completing the form took longer than he expected. Peter said it was simple to use.

2020 Patient Survey – Helen read out a few results from last summers patient survey and asked for comments from the group:
It was reported that overall the receptionists were helpful, Sonia had called for some blood test results and although when the receptionist read out what the lab had reported it was 'jargon' the receptionist directed Sonia to a website which explained everything for her.
Sonia and Peter were asked to feedback on the availability of appointments we offer? Both were very satisfied however they are both retired so are quite flexible on when they can take a call or attend surgery.

Patient Items

- Peter asked if NHS111 or A&E had seen an increase in demand recently? – Unfortunately, the practice doesn't receive this information however there may be something found on the internet
- Sonia asked about the emails Peter had asked to be sent round – Peter added that this was with regards to the NAPP had agreed to hold a session on recruitment to PPG groups if anyone was interested, the 2nd email was advertising a MSTeams meeting which was scheduled for Thursday 22nd July on Medicines Order Line and also alternative ways to order your medication.

Date of next meeting: The practice would like to suggest that the next meeting will be virtual again and potentially would like to schedule this for Wednesday 8th September @ 4pm, both Peter and Sonia said currently they can make this date/time.