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Patient Participation Group Notes

meeting held on Wednesday 8th February 2023

Patients present: Diane Hudson (DH), Peter MacDonald (PM), Claire Green (CG), Sybil Waplington (SW) & Sonia Dilcock (SD)

Present on behalf of practice: Regan Parkes (RP) & Helen Proud (HP)

Welcome & Introductions - HP thanked all patients for attending this first face to face meeting since 2020 it is much appreciated. HP asked that all attendees should be allowed to 'have their say' and the meeting go much more smoothly if one person is allowed to talk at any one time, please.

1. Staff Update - HP

Dr Aziz – Dr Aziz has now fully qualified, finished his training and has left the practice

GP Registrars – We welcomed 3 new GPs recently Dr Dalumo & Dr Badmus will complete their training with us and finish in August, Dr Hammad is with us for 4 months until April 23 when we will then have another foundation 2 doctor allocated with us for their 4 months of general practice training.

New Lead Nurse – HP stated the practice is excited to welcome Karen to the practice who will join us in April as lead practice nurse. She comes with years of practice nurse experience and also 7 years as lead nurse in her current practice. She will manage the practice nurses, Healthcare assistants and our phlebotomist

Nikita – For those patients who know Nikita one of our administrators we are pleased to welcome her back after 10 months maternity leave after having her 2nd baby. Nikita returns working 20 hours a week.

Mollie – The practice employed and has been training Mollie who joined us on an apprenticeship February 2022 mostly to cover Nikita's maternity leave however Mollie has impressed management at the practice and we are hoping to be able to offer her some permanent hours when she qualifies.

Hope & Diabetes – Our practice nurse Hope is currently doing her diabetes diploma and independent prescribing qualification. This will be invaluable to our diabetic patients as currently most of our diabetic patients are reviewed by Dr Church which blocks up many patient consultations, once Hope receives her certificate this will free up some appointments.

Dr Taylor – HP was sad to announce that Dr Taylor is planning on retiring as a partner at the practice in August this year, Dr Taylor has been leading on women's health however new GP partner Dr McKenzie will be taking over as lead from September.

DH asked about the GPs specialities – HP explained Dr Church is Diabetes lead and child safeguarding lead. Dr Cooke is Chronic Heart Disease lead and clinical governance lead, Dr Stoodley specialises in Rheumatology and performs joint injections (along with one of our salaried GP's Dr Reynolds), Dr Taylor is respiratory lead however when she retires Dr Reynolds may take over as lead, we are unsure at the moment, Dr McKenzie will become

lead for women's health, Dr Stainton is our adult safeguarding lead and specialises in mental health.

Q. Claire queried a recent issue where she had booked an appointment with Dr Church after submitting an eConsult to the surgery, when she arrived for the appointment the appt was with Dr Badmus. HP & RP unsure exactly why however if Claire wanted, we could investigate this.

2. Practice Update

- **Post COVID** – The practice has been back offering capacity for both telephone and face to face consultations with GPs for the past year or so and although this can be patient preference there are many symptoms that our GP will need to see the patient for in surgery or on home visit and can't possibly be dealt with over the telephone. We constantly check appointment capacity levels and make amendments to GP sessions where necessary, the practice also uses 2 regular GP Locums when an increase in capacity is needed.

Q. Peter asked about PPE, mask wearing etc in surgery – HP explained that the practice recently relaxed the rule that all patients and staff are expected to wear a face mask and clinical staff wear scrubs however it is still up to the individual patient or clinician if they choose to wear them, and the practice are still ordering supplies of PPE each month.

- **New winter pressure hub** – RP explained where this hub is in Chesterfield. HP informed the meeting that for a short period of time a couple of winter pressure hub sites have been opened where all practices can refer triaged patients who have acute symptoms only to each day. Capacity of the hubs varies each weekday, and they open Mon to Fri 8am – 6pm. Patient is triaged on calling the practice consents to attending the hub at Ashgate (our closest site) then a GP will review symptoms and advise reception on appropriate appointment type. We have managed to refer quite a number of patients so far which has slightly freed up our GPs to see patients with more complex problems.

Q. Sonia asked about seeing the same GP – Both HP & RP said wherever possible the practice endeavours to book patients who have already seen a GP for a particular problem in again with same GP, this saves time in the consultation and before as the GP wouldn't have to spend time reviewing notes and entries by other clinicians beforehand.

Q. Sybil asked how many patients the practice currently has registered? – The last time she looked it was about 8,030 and can we stop new patients registering? HP believes the list size has risen slightly and is currently over 8,100 however it is extremely difficult for a GP practice to officially close their list and we have no plans to apply for this as we are constantly looking at ways of keeping appointment capacity up to continue to provide the good service we want to keep providing.

- **Extended Access appointments at the practice** – HP was pleased to inform the meeting that recently all practices within our network are now hosting their own extended access appointments and patients are no longer having to travel to another site for the early morning, weekend, and late-night appointments. We currently offer 3 early mornings each week, 1 Saturday morning a month and 1 late night a month.

Q. PM asked about on-line booking? – HP advised that the practice has had a meeting earlier today with regards to re introducing on-line appointment booking again but are still to clarify which appointments will be made available.

Q. DH worried that as she doesn't have on-line booking facility will all appointments be taken by the time she got through in a morning if she called?

HP – The bookings don't work this way and we are not planning on opening GP appointments on-line just yet, if or when the practice did decide to do so they would be the pre bookable appointments we already offer so no reduction in on the day bookings.

- **New Spirometry service being provided from Wheatbridge** – RP informed the meeting that the practice has access to a spirometry testing service based at Wheatbridge and as the practice has a longer waiting list than we would like are referring quite a lot of patients to have their test performed.

Q. Peter & Sybil asked if the practice still produced a practice leaflet or newsletters.

The managers have recently finished a new updated leaflet and we are also now creating quarterly patient newsletters.

Q. Peter asked if these went out to patients or just for pick up in surgery?

HP thought that we had put a copy on our new website and asked Regan if this has gone on our Facebook page? RP unsure so the practice will double check this.

Q. Sybil asked if we were going to put the staff photo's back up?

HP said this usually causes more work than is necessary as some staff don't want their photo's taken or up on show and then when a member of staff leaves, we must remember to remove and replace etc.

Sybil likes to know who she is speaking to when she comes into surgery

HP & RP said all staff should wear a name badge and if contact is over telephone all staff should say their name.

Few members of meeting said this isn't always the case that staff introduce themselves when answering the phone.

HP will liaise with reception supervisor re this.

- **Current waiting times for our healthcare assistants and practice nurses** – HP said unfortunately due to some staff illness and training, and study leave some of our patients may have to wait longer for a routine procedure with the practice nurses and healthcare assistants at the moment. We are trying wherever possible to increase appointment capacity but ask patients to be patient with us. As said earlier when Karen new lead nurse starts this will help with reducing the waiting times for appointments

3. Items from Patient members

Sybil – Dronfield PPG Self Service – *Sybil asked if anyone knew about this as she has seen Dronfield practice are going to encourage their patients to attend the premises and self service to take their BP reading, Height, Weight etc without an appointment or seeing a clinician and would we consider this?*

HP – Interestingly earlier today we had our full staff meeting where we are closed and this was discussed at length whether we should / could introduce patients coming in and taking their own BP and maybe filling in a slip of paper to add their current height, weight, ethnicity and smoking status etc as all practices have targets to hit each year and most practices fail to hit these particular targets (especially as the BP reading has to be between certain digits usually) HP advised 'watch this space' as we may trial BP self service initially to see how this

goes but we are quite limited to space. Obviously, there are other things to consider for us with introducing this space, privacy, any high BP readings, security of equipment and hygiene etc.

Q. Sybil was pleased to see the bookshelf out again and said it looked fresh and a lot more presentable than previously and asked what the practice plans to do with the monies collected?

HP – Thanked Sybil as it had taken staff in their own time a few hours to clean down old bookshelf and then put 3 coats of paint on. HP will ask the business manager Tamsin if we have a plan for the money but always the practice will use it to buy a piece of equipment or something similar that would benefit patients and the practice.

Q. Claire asked if we could look at when and what we send out via SMS messages. She had recently been sent a text from a GP with some info regarding medication she was taking and told to stop it, there was a link attached but as she was at that point on holiday abroad, she couldn't open the link and, on her return, when she clicked on it it had expired. This meant she had to telephone the surgery to make an appointment as she had no explanation why medication was being stopped with the link not working.

HP – Thanked Clare for the question as this is something the practice thinks it can improve on. Sometimes because all GPs and admin staff are just so busy and sometimes must find the quickest possible way of getting information to our patients, we use text messaging however sometimes this can cause more work for us and appointment bookings as our characters are limited on a text message and maybe we aren't always very clear on these. Noted and HP will take this back to the practice for discussion at our next full staff meeting.

Any other business

HP went round the room for any other points to raise

- Sybil wanted to say this was the best PPG meeting she had attended here so far Helen thanked everyone for their time as the meeting had run over time, this was a good meeting, and their time is greatly appreciated.
- Sybil did mention in the meeting that whenever she has contacted us over recent months the staff have been very good at answering the phone and using our names now so no concerns there.

Meeting brought to a close