

Whittington Moor Surgery

Patient Participation Group Meeting held Wednesday 24th September 2024

Present: Darrell Price, Sybil Waplington, Sonia Dilcock, Diane Hudson, Helen Proud (notes), Regan Parkes (chair)

Apologies: Peter

From previous meeting – Sybil asked for Terms of Reference to be emailed to her again so she can confirm acceptance.

Agenda Items

1. **Staff Changes** – Dr Badmus our salaried GP will be leaving us and will be replaced before Christmas. Administrator full time vacancy recently offered and awaiting a start date. Informed meeting of changeover of GP Registrars.
Currently have reduced practice nurse capacity due to our trainee nurse Georgia leaving however we have secured a locum practice nurse and Karen our lead nurse is doing extra hours.
2. **GPIP** – The practice has signed up to the General Practice Improvement Programme
As a practice we are always trying to create new ways of working more efficiently and moving towards digital triage looks like a route the practice may go down. As part of signing up to this programme we have been allocated a facilitator. Demands on our service is increasing year on year as a practice we are interested in moving towards total triage.
Was mentioned that the practice could have an awareness day to promote the NHS App to patients attending site.

A picture which shows an iceberg was passed round to all – This shows above the sea level what many patients see as the only daily tasks that a GP's and the practice does e.g. Face to Face & Telephone consultations, Home Visits, and busy phone lines at reception. Picture shows that the largest part of the iceberg is under the water level which is not seen by patients e.g. prescriptions and medication queries, referrals, supervising trainees, bereavement calls, important clinical meetings, reviewing results and acting on them, CQC work, audits and many more on this list. Picture very well received by the attendees who didn't realise all this work went on in the background.

3. **Thank you** to Sybil for attending site with the friends and family surveys our numbers of surveys submitted increased significantly that month. We appreciate any offers of time to support us and if anyone is interested in helping us with our surveys etc please do let Helen know.
In addition to this we have our Flu Saturday on 5th October and if anyone could offer their time the practice would be very grateful. Sybil very kindly offered, and Helen will email her with details of time and what jobs she might be able to help with that morning.

AOB

Peak Pharmacy deliveries – This was discussed after Peak had recently opened a large robot led warehouse for dispensing of medication @ Barlborough which has caused many delays in patients receiving their medication. The practice has been aware of this and Helen has had telephone conversations after some patients had been left without any medication to take. Peak apologised, said they are still experiencing slight delays but have extended the deliver times for drivers to accommodate the back log.

Positive feedback was given to Peak @ Littlemoor.

eConsult Feedback – Sometimes depending on the patient's symptom's they enter the algorithm misunderstands and this causes patients not to know what top type next.

Unfortunately, the practice doesn't have any authority to make changes to the eConsult platform, but we could feedback however it is used across the country by a large percentage of GP practices.

Patients advised to choose the correct 'type' of eConsult form they will submit initially (there are 4 choices) this might be part o the problem.

New Surgery VM facility – Sonia just wanted to mention for our information that when she pressed the 'new' option to leave us a voicemail to cancel an appointment she felt she was unsure if the message had come though to us as the line appeared to 'go dead'.

Update – Helen has checked with our telephony provider, and they confirmed they can't add anything on the end of this such as "Thank you". Sonia's voicemail was received by us and no other patients have reported any issues with this.

Darrell advised us he was moving address and wanted to check if he can stay registered? – As a practice we allow patients if they are 'out of our set practice area' to stay registered but they have to sign a disclaimer that they will not have home visits from GP's or Nurses from Whittington Moor.

Sonia also asked about RSV vaccine eligibility – Regan will look at this for Mr Dilcock and make contact.

Date of next Meeting is currently planned for 15th January @ 5:30pm