

PPG Meeting Minutes

9th February 2023



Attendees: JW, SH, PC, KS, GB, LJ, AB, MH

Apologies: PS

1. Ratify previous meeting's minutes/matters arising

Previous minutes - minutes ratified by the group and can now be uploaded to the website

2. Appointment system/clinical services (AB/MH)

Phone lines & appointments – phone answering and appointment availability is currently good with no major issues. SH raised that eConsults are not available on the website. MH & AB followed this up after the meeting and they are available but there was a comment on our website that they were currently switched off due to staff absence. AB has now amended the website.

Online bookable appointments – GB has asked whether pharmacist appointments can be made bookable online and wished to keep this on the agenda.

3. Practice items (AB/MH)

Staffing update – since the last PPG meeting a PCN Paramedic has left and this vacancy is being advertised, a new Practice Nurse is joining us in March to replace a Nurse, our HR Administrator has left and is not being replaced at this time.

Feedback on PPG message to patients – the PPG letter to patients was well received by staff at Fireclay who fully supported the message from the PPG

Governance Bulletin Q2 2022 – the group asked several questions regarding the latest governance bulletin. We discussed several complaints, significant events (SEAs), drug switching initiatives and cancer care reviews.

Business Plan discussion – the Business Plan was looked through with questions from the group. The group were pleased with how much we have achieved from the plan and what is in place to achieve the rest. Questions were answered by MH/AB particularly regarding:

- **GP sessions** – the target for GP sessions has been exceeded
- **Medicines management hub** – the team are all based at Lodgeside to improve communication and training. The pharmacists also lead on hypertension and CHD/stroke reviews.
- **Staff supervision** – there are clear formal and informal processes in place for clinical supervision
- **Financial sustainability** - 'new' money available from PCN targets. Some staff are now employed by the PCN and may work at Fireclay, Old School Surgery or both e.g. Physios, Paramedics, Pharmacists, Care Coordinators. Fireclay & Old School work together to achieve joint targets which bring in additional funding.
- **Mental Health/Dementia** - this vulnerable cohort of patients now have a dedicated care coordinator looking after their needs and ensuring they receive the appointments they need for reviews for all of their health needs. Care coordinators currently look after patients with Learning Disabilities, Mental Health issues, Dementia and housebound patients.
- **Weaknesses** – no longer weaknesses? reception team now more experienced, telephony access is much improved, succession planning in place
- **Threats** – discussed Artificial Intelligence and how that may be a threat. Any new software used by the practice is carefully considered to ensure it enhances not damages patient care and service levels.

4. PPG items

PPG Plan 2023 – for next meeting

Feedback from Healthwatch meetings – for next meeting

The King's Fund facts & figures – for next newsletter

5. AOB

Which Report Jan 23 'Why is it so hard to get an appointment with a GP?'

GB summarised this report to the group with the following particular points raised:

- Continuity of Care (CoC) with a GP – proven to increase life expectancy. Discussion around what is CoC? Is it the same GP all of the time or the same GP for one problem? Fireclay offer CoC appointments which GPs can book patients into.
- Patients should be informed about the best ways to book an appointment and alternatives – website & newsletter
- Patients should be informed about other services available other than GP appointment – website & newsletter

6. Agenda items for next meeting

- PPG Plan 2023
- Feedback from Healthwatch meetings

7. Next meeting date

- Thursday 11th May 2023 @ 15:00 (apologies from GB for this meeting)