

Patient Participation Group 4.00pm 29/10/2020

Minutes

Apologies – LB,MW,CS,JS

1. Introductions and welcome	Welcome to Sophie Dawson from the Primary Care Network
2. Minutes of last meeting	<p>Newsletter is OK to publish.</p> <p>Pre booking appointments on-line - yes can be done now but only for telephone appointments. A Dr will ring and if it is felt a face to face appointment is needed that will be organised.</p> <p>E reception.- doesn't seem to work. The e reception is an NHS incentive which is quite cumbersome and long and not to be used for anything that you want a quick response to. Only for longer term appointments or medication etc. Phone calls had gone up to 2000 a day and the surgery couldn't handle that and so people were asked to use e- reception if it was a non- urgent matter. Didn't work because the phone calls didn't diminish, and a backlog built up. There was an attempt to get through this, but staff were taking longer with it because they were unsure how to use it efficiently. Some training was then booked where the pilot had taken place. Hopefully, the service will now improve. The number of phone calls has also gone down now. It is thought that patients went through a time thinking the surgery was closed and didn't ring. This wasn't the case and then people began to ring increasing the numbers. There were delays in people having their calls answered and receptionists were faced with irate patients. Things are improving but patients have to remember they have other things to deal with as well.</p> <p>Can we convey the improvements being made somehow? It can go on the surgery social media pages. Nobody from the surgery can answer grumbles on social media.</p>
3. Surgery update	<p>1. Extent of the role of the surgery pharmacists</p> <p>Sophie agreed to talk about this because the PCN manage the pharmacists The pharmacists work between the different Dr surgeries in our network which consists of five practices (this has been discussed before.)They tend to have 2-3 sessions a week at each practice. Two more pharmacists are now joining and a pharmacy technician. When they start there will be a major restructure of the service in conjunction with the CCG. The roles of the pharmacists are going to be reviewed to try to standardise all the processes, homing in on what they do, and the quality of the work as opposed to quantity of work. At the moment they have two elements</p>

to their work – practice work and specifications as part of the PCN. To get money in the PCN needs to achieve goals which they are doing at the moment. The money comes from NHS England and so is not being funded by practices. The service is money based but centres on patient care. This is the next big project for the PCN following the flu campaign at Bramham Park. Any queries about medication reviews etc. will go to a pharmacist rather than a GP. The PCN/CCG review will be looking at the best way their time can be utilised. The technician will be able to answer simple questions but patients on a variety of drugs (polypharmacy) would be dealt with by a pharmacist. Aileen has used the current system and had a telephone conversation which worked very well.

2. Flu campaign

This was a massive undertaking, and everything went fantastically well. The PPG sent a letter congratulating to Sophie on how well it was organised. It made front page news on the Wetherby News. The PCN has already had discussions with Bramham Park about a repeat should it be necessary to undertake a mass vaccination campaign again in the near future. Practices might want to do it their own way but Bramham are happy to have them back and it hasn't cost anything. It was muddy on the day because of the weather and it was wondered if there would be any intention to go elsewhere. This had been looked at before using Bramham, but the racecourse didn't want it and Stockeld park wanted £8000. Happy with Bramham and it was free.

Vaccines for under 65s – high risk patients first and then what is left can be used for other patients There might not be everybody it depends how much is allocated. Sophie left at this point

3. Staff moral

A little low but nothing to do with the culture or environment. More to do with Covid fatigue. Staff are tired, no two-week holiday, not seen family etc. are all having an effect. Partners are trying to keep moral up but it's not going to get easier soon. There was some light at the end of the tunnel in summer but we are now back to how it was and no glimmer of hope left for now or Christmas. Very difficult for people and they are coming to work and it is busy and stressful. They just ask for some compassion and understanding from patients. The PPG are willing to help but there doesn't seem much that we can do. SJ thanks the volunteers who helped with the flu campaign for working in such difficult conditions. No member of staff has left or gone off because of the pressure but are tired. They all know it's not the norm and it will get easier sometime. Staff meetings have been re-introduced with training and values and a mission statement have been worked out. Staff have also been given an extra day's annual leave as a thank you.

4. Covid numbers

Can only say they have increased but may be due to more testing. Numbers come from a national data base. Some patients have had to go to Middlesbrough for testing, but availability is improving nearer.

4. Parked cars	<p>Some patients are parking with the car engine running near the queue of patients waiting for prescriptions. It is hard for patients to challenge but if it happens let a receptionist know to contact SJ and she will come down and speak to them. The surgery is working with the pharmacy who are independent from them even though patients think they are. The staff are getting the backlash from patients having to wait outside. It is difficult for receptionists to hear what patients are saying and so patients sometimes must take mask off for a short period Everybody needs to use their common sense.</p> <p>The Pharmacy has introduced a button to press– this is being sanitised every hour like the lift, doorknobs etc.</p>
5. Newsletter 6. Web page	<p>Will get it onto the web site</p> <p>Need to turn round the order that things appear on the web page. Anne will contact Bethany about this. If anybody has any ideas, please let me know.</p>
AOB	No other business
Next Meeting	Thursday 26/11/2020 4-6pm via Zoom