

<p style="text-align: center;"><b>Willington Medical Practice</b> <b>Patient Participation Group (PPG)</b></p>
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**19<sup>th</sup> July 2022** PPG Meeting (Willington Surgery)

The minutes of the last update have been approved by the group electronically and will be displayed on PPG notice board and surgery website. HG to print copy for PPG noticeboard

**Present**

Sue Carter, Holly Goodrich (Practice Manager), Janice Heier (treasurer), Margaret Hooley (chairperson), Pete Horridge **VPE** (vice chairperson), Jo James, Sally Lovatt (secretary),

**Apologies**

Chris Baker, Jane Brockliss, Barbara McCardle, Maisie Trotman

The chair, Margaret Hooley, welcomed everyone to the meeting

The group were pleased to welcome Anna Wood, Clinical Pharmacist, to the meeting

**From the last and previous meetings**

**Website**

Update from HG: A new website is planned which should have the type of information suggested. Currently on hold as so much more occupying management time. Currently planned for May 2022

**Defibrillator plaque**

The plaque has been sorted for the defibrillator.

**Clinical Support at the Surgery**

HG is trying to promote the support for patients as an alternative to GP or nurse appointments. Plan for poster display, information leaflets and questionnaire to assess the extent of patient awareness. PH has contacted printer with outline plan for leaflet. Generally, it was agreed that questionnaires and feedback are requested so often that we have questionnaire/feedback 'fatigue'. The Integrated Care Board and Joined Up Care Derbyshire recently randomly selected 200 patients from each surgery and of these 44/200 from Willington completed the questionnaire. This is a very small percentage of the 10,000 patients and respondents are more likely to be those with negative comments 'getting things off their chest'. The results were largely favourable but not statistically relevant. Questionnaires are a requirement and the surgery has certain Quality Assurance targets. PPG members agreed to trial the questionnaire relating to Healthcare Professionals supporting the Surgery Clinicians.

### **Treasurer's report**

£4812.32 C/A and £20.47 petty cash. £55.00 has been received in book money and £40 paid to JH to reimburse for NAPP membership and £15 into petty cash. There are outstanding invoices for 2 Zoom meetings held as Zoom Pro for extended meetings and PH will forward invoices to JH.

### **Practice Manager's Report- Holly Goodrich**

The surgery is getting good feedback in the Friends and Family reports but we are still reviewing the appointment system which has been delayed with 2 GPs recently being off with Covid. We have put a couple of options for online booking (Asthma Reviews & Cervical Smears) and are looking increase appointments over the next 2 months to include a lot of other options. This will hopefully help with the levels of telephone calls we are taking which is 35% higher than in 2019 and the main highlighted complaint currently is the wait time on the phones for patients even though we generally have 4 team members answering the phones between 8am and 9.30am.

The clinical pharmacists, Maulik and Anna, are really helping with the backlog of medication reviews, and also supporting the nursing team with long term condition reviews such as Diabetes, Asthma and COPD.

We are looking within the primary care network to employ Health and Wellbeing coaches; these will enable us to refer patients for personalised exercise and wellbeing classes with a commitment of 6 months FOC support and classes. The new Health and Wellbeing Coaches should start at beginning of August. They have been financed through the Derby County Community Trust. We have spaces for up to 10 patients per month to attend within the criteria, with a focus on patients with diabetes, fibromyalgia, cancer rehabilitation, and frequent attenders (who do not have unstable health or severe mental health conditions). The plan is to gradually build up the service and patients can be referred by the GP, the reception team and the other members of the clinical team. This sits along with other services such as Social Prescribers and First Contact Physios.

Recruitment for non-clinical team members is still hard; we need additional reception/admin people to help with the backlog of work around long-term conditions. We are currently advertising plus advertising for an apprentice to join us.

We have been informed to expect CQC to visit this year as they are focusing on any surgery that have not had a visit in 5 years – we will be 7 years in November.

I've started to print off posters to promote the new clinical options and plan to change the board as you first walk into the surgery so people can see what other options they have rather than a GP appointment. The current demand is still exceptionally high – one GP commenting the other day "feels like it does in the winter" so no respite, but also no additional funding coming in and nothing is protected. Lots of data coming out currently about "safe practice" recommending up to a maximum of 30 patient contacts in a day – this is because the research has shown that more than this the patient at the end of clinic cannot get the same level of care than at the beginning – this link is from April 2022 but gives good information around this. <https://www.bma.org.uk/advice-and-support/gp-practices/managing-workload/safe-working-in-general-practice>

Based on this we have gone into hibernation for Covid Vaccines at the end of June and are not opting in for the Covid program in September – I am unsure currently who will be doing Covid vaccines as the Mass Vaccine centre Midland House is closing at the end of August.

### **Clinical Pharmacist**

Anna updated the group on the role of the Clinical Pharmacist. The role is to support GPs by answering medication problems and supporting the reception team with medication queries and minor ailment referrals. The Clinical Pharmacists carry out Long Term Condition reviews such as asthma, diabetes and cardiovascular disease as well as routine medication reviews.

### **Facebook update- PH**

Information has been a bit more limited with the change from CCG to ICB. Notifications from the surgery have been posted such as the recent telephone problem. Notifications from Derby Carers have been posted. (Clinical Commissioning Group, CCG, personnel are now Integrated Care Board, ICB, personnel.)



#### [Safe working in general practice](#)

The BMA's England GP committee (GPCE) has generated the following guide to enable practices to prioritise safe patient care, within the present bounds of the GMS contract.

[www.bma.org.uk](http://www.bma.org.uk)

### **Any other Business**

#### **Pharmacy**

The new Clinical Pharmacist at Willington Pharmacy, Hardeep, has been liaising with the surgery to improve relationships. There has been a huge change for staff since the change of ownership but the pharmacy is now much more settled and professional looking. The shutter has been opened between pharmacy and surgery.

#### **Skin Lesions**

Skin Lesions education event. Not likely to be held due to COVID19. Plan for 2022.

**SG** suggested a support group for patients with health anxiety. **HG** suggested that it could be a PCN development held on neutral ground.

#### **Dementia Group at Repton**

Jane B was unable to provide any further updates.

### **Next meeting 20<sup>th</sup> September 2022 (time to be confirmed, probably 11am)**

Agenda Items please forward to Margaret Hooley

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