

Willington Medical Practice Patient Participation Group (PPG)

May 2022 Annual PPG Meeting held at Willington Surgery on 17/5/2022

Present

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

Apologies

Chris Baker, Sue Carter and Barbara McCardle

Margaret Hooley welcomed everyone to the meeting, especially Jane Brockliss who joined us to talk about plans for a Dementia Café for Carers and sufferers.

Chairman's Report 2022 Margaret Hooley

Since our Annual General Meeting held via Zoom in September 2021 we have continued to meet as a 'virtual' group on a bi-monthly basis.

The impact of COVID on the Surgery and patients has continued to be immense and we have all been eager to hear news from Holly Goodrich, Practice Manager, who has shared with us what has been happening at the Surgery, and by the end of 2021, the amazing progress with the roll out of the vaccination programme.

I feel proud to be Chair of the PPG and a patient of Willington Surgery knowing we have been in safe hands.

Although no fund raising has taken place since our last AGM, for obvious reasons, as you will hear from our Treasurer our funds are staying healthy.

I wish to say a particular thank you to Pete Horridge, our Vice Chair, who has encouraged PPG members to become so much more IT literate and thanks to Pete we have held all our scheduled meetings using Zoom. So, a huge thank you Pete for all our help and support. Pete will be reporting on developments on our Social Media Facebook group.

I wish to also express my sincere thanks to Sally, our secretary, for all her hard work and despite now moving down to the South East has continued to play an active part as our secretary. And of course to Janice who has meticulously prepared the accounts and wrestled with the banking system to sort new signatories and on line banking.

Practice Manager Holly Goodrich continues to regularly attend our zoom meetings so we have direct communication with the surgery. Thank you, Holly.

As Chairman of PPG I am honoured to be working with all the members of PPG so a huge thank you to you all it is very much appreciated.

Treasurer's Report Janice Heier

Well, it is good to be back and I hope everyone is looking forward to a new and productive year.

We have continued to pay a yearly affiliation fee of £20 to the Small Society Lotteries at S.D.D.C. Hopefully this will be useful this year!

Book table raised £180. See note below.

We were also the very grateful recipients of donations given by families in remembrance of their loved ones. The waiting room blinds have been fitted, PPG notice board and commemorative plaques have now been mounted to acknowledge the families' donations.

A defibrillator was purchased for the surgery.

A number of reimbursements for expenses were made due to Covid restrictions and signatures being required.

We now have an online account for BACS which hopefully will eliminate some of these setbacks. I await with trepidation.

This account was checked and certified correct by Fred Spencer as part of his support of the PPG and surgery, for this we offer our grateful thanks.

The NAPP affiliation fee remained at £40 for the year although the 2022 payment will come out of next year.

Although the book table was closed, we still raised £55. this will show on the 2022-23 accounts.

Surgery annual report 2021 -2022

Holly Goodrich Practice Manager

This year has been interesting working in Primary care, with the current climate being that demand is massively out stripping the GP appointments we have available and with the majority of patients calling needing help it is very hard as we don't want to turn anyone away. Our focus is on safe working for both GP's and patients and we need to be giving the last patient of the day the same focus and care as the patient who is first and this can only happen if we make sure the number of contacts a GP has in a day is correct.

We have had a large turnover of the reception/admin team in the last year with nearly all of the reception team moving to different carers. This was influenced by Covid and patient behaviour but also by personal goals. The team is nearly back to the number of hours with one more recruitment position needed. I believe the new team have and are doing a great job (some have come from other practices, others never worked in in the NHS) but all need

additional training for the role and being honest, with the demand we have, some will work out and others will not be able to handle the pressure on today's GP receptionist.

With that in mind we invited in The Art of Brilliance last month to talk about positivity in yourself and how you work to be the best version of yourself; we are also planning on doing more around this to help support all the staff attached to the surgery.

The clinical pharmacist position has been empty for 3 months, and I would thank Sally as she has, as always, stepped up to support the business. We now have 2 clinical pharmacists in place. Maulik, who is an independent prescriber, and worked in this role for a few years, and Anna who has worked for many years managing in community pharmacy – both are great for the practice needs and will take over medication reviews and also support the GP's and nursing teams with long term condition reviews.

The social prescribing team are now working well. Having tried many recruitment options (which wasn't helped by Covid and with social support suspended) we have gone to work with Community Action Derby and feel we are really making progress helping people with this service. The social prescribers are Sam, Gary and Lydia.

The final recruit for the additional roles programme is a first contact physio, Tariq, who again is supplied by a third party, Central Health, and works with us on a Monday afternoon, Wednesday and Friday.

All the additional clinical roles are to try and help release GP appointments and this is working well but I would like to do an education item to all patients on the options they have in surgery to help people understand why it's better to be sometimes offered an appointment with a specialist clinician rather than a GP.

Action: It would be great if this is something the PPG could help with.

Our Friends and Family feedback continues to be very good with 94% (87% Very good) saying Good or Very Good in April 2022 which is similar to the average over last 12 months. These reports are available on the website.

Looking back at my reports to the PPG throughout this year, obviously Covid has been the main focus and I am very proud of the team here; from booking patients in to being at the Arena and more recently doing the housebound and care home patients plus clinics for our older patients in the surgery. We also achieved the most flu vaccinations in one day at 1250 due to the freight issues and delivery delays.

The winter fund which helps finance locum GPs stopped at the end of March 2022 as this is normally the time when the winter pressures start to ease; this year pressure continued and with so many of the team having to isolate through January to March we didn't really feel the winter funding made the impact we hoped for.

As discussed previously, we have offered patient choice for appointments (face to face / telephone) since September 2021; and the next milestone is to get appointments back online. The GP contract suggests that we should have 25% of appointments that do not need triaging available online. The problem is we are still triaging all appointments for Covid (as we don't want patient with Covid sitting in the waiting room). We are looking at getting as many on as possible on-line in the next month to try and help with the team with the demand on the telephone. If things stay steady with Covid (only 1 GP off this week with it) then we will review in June to start moving the appointment system back to pre-Covid standard so you won't just have to call at 8am or do the pre-bookable two weeks in advance as I'm aware this isn't working for us or for the patients.

The Primary Care Network is still in place and we working with the other 6 practices around us. From October 2022 the aim is to re-start extended appointments as before. Willington will not look to house this but will have appointments available at a nearby practice. This is mainly due to the other practices already being open and is efficient use of funding. We are also working more with the other 4 PCN's in Derby City (following experience at working together at the Arena) and this, I believe, is the way forward. It allows the practices to bid for work based on community need with the new Integrated Care Service (ICS) taking over from the CCG and General Practice having little representation in the new system.

Our patient numbers have increased from 9421 to 9692 an increase of 271 patients in 12 months (180 the previous year). I believe the surgery has a good reputation which is why we have the registrations (and people not wanting to leave us) There is a concern that if patient number continue to increase at this rate, then the service will suffer.

GP Workforce Data (from the Local medical council)

The latest GP workforce figures (from December 2021) have now been published.

Data for December shows a decrease of the equivalent of 188 full time fully qualified GPs over the last year since December 2020. We now have the equivalent of 1,516 fewer fully qualified full time GPs than in 2015. On a headcount basis, over the last year from December 2020 to December 2021 we have lost 454 GP Partners and gained 305 salaried GPs.

It is also worth noting that despite reductions in the fully qualified GP workforce, the average number of patients each GP is responsible for has increased by around 300 – or 15% - since 2015.

I'd like to thank the PPG for the support you have given me again this year especially Margaret, Sally and Peter. I would like to thank Peter for starting the Face Book group. This has been very helpful in getting the word out to patients without the backlash of comments. The defibrillator bought by the PPG is also a great asset for the Willington village.

I have been at Willington for near 4.5 years; initially I said I'd give it 5 years but I think you will have to put up with me for a bit longer than that 😊

Willington surgery PPG Facebook group
Peter Horridge VPE

The main criteria in setting up this group was the provision of a platform for communicating a variety of health-related matters to those patients that use Facebook and who are prepared to subscribe to the group.

The decision was taken that the posts also need to be 'anonymous' with restricted options for debate and/or commenting especially bearing in mind the potential for a loss of confidentiality if some members were to post personal details of an ailment or situation which as a non-medical person, the administrator would not be able to comment on. This is why the posts are made by 'WSPPG page' subscribed to the WSPPG group, with commenting turned off.

One of the problems with posting health related matters on 'conventional' community related Facebook groups has been the fact that the posts have to compete with other wide-ranging material which can quickly move the health posts out of sight, losing focus.

Since the group went live, there have been a wide-ranging mix of posts covering Covid-19, vaccinations, care & carers, scams, meetings, Derbyshire dialogue, ICS, voluntary roles, cancer care, mental health care and many, many more wide-ranging topics.

The numbers have steadily risen with larger numbers joining every time I do a summary of previous posts via other groups. The more interesting figure is the number of people viewing the posts which continues to be a high proportion of those people subscribed to the group.

The thing to remember is that this is just one of the channels used in reaching patients, it does not replace other conventional methods.

An interesting observation and learning point is that on one particular post that was quite urgent, I supplemented it by also adding it to the various community groups, which shows up under my profile with commenting turned ON by default.

This was then commented on by an apparent anti-vaxer, including the posting of inaccurate and untruthful info.

I would single out one of the administrators of Spotted:Repton for her reciprocal posting of WSPPG entries, helping to increase our visibility without being asked to do so. This was especially helpful bearing in mind the coverage of that group with 9.6K members.

The addition of hash tags half way through the year helped with the organisation of the topics making them more easily identifiable in a short space of time.

The final point I'd like to make is the extent to which the group may have helped reduce certain calls to the surgery, where people have seen info online rather than having to call and ask for it.

Comments from attendees

The Pharmacy in Willington has been a cause for concern since it changed hands at the end of the year. Apparently, stock is ordered as the prescription arrives at the Pharmacy and therefore this often involves a delay in patients able to collect medication. There is a new Pharmacist now and Anna, the new Clinical Pharmacist, has been into see the new Pharmacist who is keen to interact and co-operate with the surgery.

Prescription orders made via the Medicine Order Line (MOL) can be a problem if a review is due or for certain items such as Controlled Drugs which have to be referred to the surgery. The surgery does action tasks from Mol within 24 hours so there should not be too much of a delay.

The One Show (BBC) recently did an article about health and the final comment from one of the presenters was 'phone your GP'. This caused a deluge of phone calls to the surgery the next day. PH contacted BBC to complain but no response.

Dementia Café at Maple Tree Community Café, Repton

Jane Brockliss attended the meeting to present the idea of a Dementia Café at Maple Tree Community Café, Repton. The aim is to be a one-year trial which will be multi-generational and inclusive and provide dementia awareness sessions, activities and the chance to meet in a relaxed informal setting. It would not be exclusive to patients from Willington Surgery. A maximum of 20 attendees is probable although there is outside space which could be utilised.

The team were asked if it would be of value and asked to consider how dementia sufferers and their carers and family could be reached. On Monday 24/5 a Focus group is meeting but there was only one response.

The café is open Wednesdays and Fridays 10am-3pm and Saturday 9.30am-12.30pm

The team were very enthusiastic as coffee mornings and Information Events have been held by PPG in the past and although not many attending, those who did were very appreciative.

The Alzheimer's Society used to hold a monthly coffee morning at the surgery but this was suspended due to Covid and restrictions on space now mean it is unlikely to restart.

Derbyshire Carers and the PCN Social Prescribers were suggested as contacts and PH arranged to provide contact details.