



Trent View medical Practice

Patient Participation Group meeting

2pm Tuesday 1st November 2022
Keadby surgery

Minutes

1. Attendees:

David Wall – PPG Chair	(DW)
Christine Slack	(CS)
Michelle Slimm – Business Manager	(MS)
Susan McAuley	(SMcA)
Helen Whittington	(HW)
Sara Mann – Business Support Officer (Note Taking)	(SxM) - Virtually

Apologies: Sean Fletcher, Barrie Pollard, Claire Holmes, Ranjit Aujla, Melanie Stokes

2. Welcome and Introductions

DW welcomed everyone to the meeting and introduced two new members to the PPG (Sue McAuley and . All the members introduced themselves.

MS updated the new members that Riverside Surgery had merged with Trent View Medical Practice on 1st April 2021 and the process was slow going. MS explained that Trent View Medical Practice has an NHS Contract to provide NHS services under the ODS Code of B81065 over three sites and the same for Riverside Surgery under the ODS Code of B81109 at Brigg and Broughton. Both practices have Joint Partners and a Joint Management Team centralised, working across five sites. CS commented that she attended Riverside at Brigg, and it was very efficient. MS stated that she is accountable for every member of staff. MS advised that any patient registered at Trent View can access any of the three sites for medical services. There is no label for any Trent View patient to be a Keadby patient or a Crowle patient and the Team Leaders will be removing this from all patient records

3. Minutes of the Last Meeting

The minutes of the previous meeting held on 5th September 2022 were circulated prior to the meeting and all members attending agreed were an accurate record.

4. Matters Arising / Actions Not Listed Elsewhere On The Agenda

8 (b) – The Join PPG Leaflets is all that the group have available for the Coffee Morning in Crowle which starts at 9.30am. This happens on the first Saturday of every month. MS stated that she would attend the next meeting on 3rd December 2022.

In the PPG Constitution, a spread of ages and members from across all sites would be welcome and provide mindful representation for the PPG.

5. Practice / Dispensary Staffing Update

Ruth Torrie, Urgent Care Practitioner has resigned from Trent View Medical Practice. Julie Johns has commenced in post at Riverside as a Care Navigator. Charlotte Smith has commenced in post at Riverside as a Care Navigator. Sharon Rhoades has commenced in

post at Riverside as a Care Navigator. Savannah Hope has commenced in post at Riverside as a Care Navigator. Deborah Fuller has commenced in post at Riverside as an Administrator at Riverside Surgery. Clare Robertshaw has commenced in post at TVMP as a Care Navigator at Skippingdale TVMP. Lorna McVittie has commenced in post at TVMP as a Care Navigator at Crowle TVMP. Ria Peake has re-joined Riverside Surgery as a Physician Associate. Dr Mobushra Tayyiba has joined Riverside Surgery as a Salaried GP. Louise Ede has joined Riverside Surgery as a Practice Nurse. Louise Sandel will be joining Riverside Surgery as a Practice Nurse starting on 21st November 2022. Sarah Blanchard has gained promotion to Business Support Administrator from Care Navigator at Riverside Surgery. Joanne Steeper has resigned as a Care Navigator at Riverside Surgery. Craig Pickup has resigned as a Care Navigator at Riverside Surgery. Amy Whitelam has resigned from the Domestic Team at Riverside Surgery. Jessica Beharrell has joined the Domestic Team at Broughton Surgery. Rebecca Clarke has joined the Domestic Team at Riverside Surgery.

MS advised that both practices have 172 members of staff working across five sites including the pharmacies at Riverside. MS commented there is a high turnover of staff, and we are currently in the process of raising standards and there are positive reasons for this style of practice. Previous practice was old fashioned, and we are working in an entirely different world now being CQC performance managed.

Comments from staff "we have always done it that way" may have been acceptable twelve months ago, but not now. PGDs must be read and signed, and training undertaken due to compliance purposes. The practice will not tolerate staff not undertaking training.

Comments were made that patients' waiting at the Reception Desk at Crowle are not acknowledged, but certain individuals go out of their way to help and assist patients. MS stated that hopefully patients will see a difference and she wanted to know of any issues from any members of the group, as these cannot be addressed if they remain unknown.

6. DNA / KPI Performance Figures

Trent View Medical Practice

DNA - Did Not Attend Appointments

	Jul-22	Aug-22	Sep-22
Keadby	19	17	5
Crowle	77	63	52
Skippingdale	43	41	24
TOTAL	139	121	8

The question was asked what Key Performers Indicators (KPI) have been searched on? MS advised that she would talk to the Team about the parameters used, as it was agreed that a percentage figure would be preferred, as well as the number of appointments available to the number of DNAs

Action: MS

MS indicated that some of the KPIs were Patient Care, Delivering Chronic Disease Management Targets, Frequent Flyers, Smears

7. Patient Records – Access to Future Data Records Wef 01/11/2022

MS advised that this function has gone live today nationally, following the previous delay from 1st November 2022. Due to TPP at Trent View and EMIS at Riverside, they will not be switched on to access data until further notice. Everyone can have access to their Medical Records if they have requested it. MS advised there are numerous caveats re Mental Health and Safeguarding issues to take into consideration.

8. TVMP Website

DW advised that the Website for Trent View is less than ideal and asked MS for an update. MS indicated that Ben Watson had not been included as an administrator for the Website. Ben should have asked for Administrator access to go live alongside the Riverside Website access. MS will liaise with Michael Hart regarding the new websites for both practices. KLINIK will be staying – some members commented that this clinical system was rubbish.

Michael Hart, Business Data Analyst commenced with the practice in June and is working on Data Production and Performance across both practices. MH is looking at a new telephone system and working on the changeover of the clinical system at Riverside and also working on the Website.

Discussion took place regarding the Complaints Procedure on the Website, but there is a requirement for various ways of complaining, as not everyone has access to the Internet. MS advised there is a Contract for a Formal Complaint Procedure at both practices. The complaint letter is acknowledged within 3 days of receipt and dealt with, within ten days. A Holding Letter will be sent if the complaint cannot be dealt with within the ten-day period. MS advised that she is trying to change the practice and wants to hear of any complaints.

MS advised that she holds a Team Leader Meeting on a Thursday and will be asking the Team Leaders to ask if it is a complaint, as we need to change the culture.

A general discussion took place regarding complaints, and it was agreed that a structure was required to a form to help patients with the ease of completing it and a new form would be designed. SMcA agreed to undertake designing a form for review at the next meeting. A suggestion was made of including an envelope with MS name on it, so it would go straight to herself.

Action: SMcA

9. PPG Confidentiality Agreement

The PPG Confidentiality Agreement has been refined by DW and was sent out with the meeting papers. SMcA advised that she was happy to sign the agreement. DW advised that one member had previously advised they were unhappy to sign the document and had reiterated that again today. It was agreed that the group should not have opting out, as we are working as a partnership.

Riverside PPG are actively involved in contacting DNA patients not attending clinics and Flu and COVID appointments.

Further discussion is required regarding the Terms and Constitution and sign off.

Action: Agenda Next Meeting

10. Urgent Care System:

a. Feedback

MS advised regarding the Trent View journey, having opened the door and a can of worms jumped out. There is no timescale on things, as there are millions of issues to sort out.

Urgent Care has been introduced across the Trent View sites and this will move forward with the centralisation of the Care Navigators at the base site in Brigg and the Patient Services Lead is currently co-ordinating this move. The Care Navigators at the Trent View sites are currently answering the phones, meeting and greeting and also taking in samples. Ten Care Navigators will be based at Brigg – five for Trent View and Five for Riverside.

MS advised that interview questions are designed to make prospective members of staff aware of the environment they may be working in – what can you bring to the surgery, training and education, appraisals, culture. Patients are poorly and they may shout at you today!

i. The feelings amongst people of Crowle about the practice (CS)

ii. Telephone problems (CS)

MS advised that a new telephone system is in the process of being purchased. The current system in use at Riverside has let us down once again. MS signed off yesterday a purchase order for a new system for all five sites. The lead time on the phone system is six to eight weeks.

b. Performance Update

Patients are still unhappy. It was felt that there was not enough advertising for the Urgent Care System and Push Doctor (access to On-line GPs). MS informed the members that post pandemic access to Face-to-Face appointments and Video Consultations were increased and the practice was forced into commencing with Push Doctor, as it was a Government initiative designed to increase capacity to practices. We need to learn to engage more at the end stage of new installations. If a receptionist feels a patient needs to be seen today and no Face-to-Face Appointments are available, they would suggest a Push Doctor appointment. The system is being used by the practice, but could have been used in a better way as the feedback is very mixed. The system causes the practice a lot of extra work as tasks/messages are sent to order blood tests and x-ray requests. This process is the same as having Locum in the practice, as another GP has to pick up all the after work.

c. Future Plans

11. Membership of NAPP (National Association for Patient Participation)

SxM in the process of sorting new membership out for Trent View Medical Practice PPG.

12. Feedback from members who attend external meetings relevant to the work of the PPG

DW explained there was a previous meeting the PPG Chairs Forum, which took place under the umbrella of North Lincolnshire CCG and the new Integrated Care Board (ICB) is still in the process of setting up a new group to take its place.

13. AOB

a. Raised drain cover outside Crowle Surgery door (CS)

CS raised concerns regarding the raised drain cover outside the surgery entrance at Crowle Surgery and advised that she had taken a picture of the drain cover on her mobile phone. She advised that it is difficult for patients with walking aids to manoeuvre over the cover and also shoe heels catching on the cover. MS advised that this has been actioned on 27th October 2022 and the Facilities Department have been in contact with the Highways Department at North Lincolnshire Council.

MS advised that the tree in the car park at Crowle was also going to be pruned/removed by a tree surgeon in the next few weeks.

The question was asked if the practice has a Facebook Page and MS stated that as a practice, we are encouraged to have a Website and Facebook Page which is used as a platform to get information out to patients.

14. Date/Time of Next Meeting

Monday 9th January 2023 at 6.00pm – Crowle Surgery