



Trent View Medical Practice

Patient Participation Group Meeting

Tuesday 5th September 2023 at 4.00pm
Skippingdale Surgery

Minutes

1. Attendees:

David Wall – PPG Chair	(DW)
Michelle Slimm – Business Manager	(MS)
Christine Slack	(CS)
Ranjit Aujla	(RA)
Patricia Hyatt	(PH)
Maureen Ruff	(MR)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

Apologies: Sue Colakovic, Sean Fletcher, Melanie Stokes, Dawn Austwick

2. Welcome & Introductions

DW welcomed everyone to the meeting this afternoon and introduced Maureen Ruff as a new member to the group. All the members introduced themselves to each other.

3. PPG Member Resignation

The Chair advised that he had received notice from Barrie Pollard advising he was stepping down from the PPG with immediate effect. On behalf of the PPG and the practice, a letter of thanks will be sent to Barrie for his past involvement, support and valued contribution to the group over the years.

Action: SxM

DW reported that Helen Whittington had not responded to meeting requests and would not be troubled again and removed from the circulation list. DW updated that the PPG currently had eleven members.

3a. Notes Of The Previous Meeting:

The notes of the previous meeting held on 4th July 2023 were agreed as a true and accurate record. The members agreed it was good to have outside speakers attend the meeting.

4. To Agree Times/Dates/Venues For TVMP PPG Meetings For 2024

DW informed the members that he had e-mailed out an electronic survey asking for preferences from the members for the forthcoming meetings for 2024 regarding venue/day and time. DW informed every one of the results and a lengthy discussion took place to try and attract more members to attend each meeting. It was finally agreed that the meeting would now be held on the third Tuesday of every odd month at 4.00pm to 6.00pm and would alternate around the TVMP sites.

5. Item 3, 04/07/2023: Carried forward to September Meeting:

Outstanding Actions from PPG meeting 02/05/2023:

Item 4. 4 – Updated Organogram and FTE Count

MS explained that Riverside Surgery and Trent View Medical Practice have a single management structure across all five sites. The mapping numbers are to demand. MS explained that Urgent Care capacity is in the region of 200 appointments per day. MS advised that Whole Time Equivalent (WTE) is very fluid. There are key members of staff in post who report to MS weekly. MS informed the members that there are ten Care Navigators (Call Handlers) in post based at Brigg and the practice is currently advertising for a further full-time member to the team.

MS informed the group that a GP is covering all sites for Trent View Medical Practice. As per the CQC visit there is always a Doctor, Prescriber and Advance Nurse Practitioner on all three sites.

MS advised that a new Salaried GP, who is newly qualified has been recruited. Dr Fernando will be working at Brigg for the first six months of her contract. Working at TVMP is isolating, but it is one practice over three sites and not three separate practice sites.

MS explained that if a patient requires to be seen clinically, they would be seen the same day. From a PPG perspective – some patients cannot drive or travel. There is always a GP, Practice Nurse and Health Care Assistant at Keadby site. Video consultations can also be used if necessary.

MS stated that Brigg has a huge traveller community.

MR commented that the site at Keadby is a lot more welcoming and the staff are brilliant.

MS asked how we communicate ways of seeing a GP, as practices are discouraged from putting up posters?

The Website as a baseline:

- Design of the business
- Library of knowledge

MS updated that the new website is still under development. This is being undertaken by the Data Analyst, as it is data based. The practices IT Administrator is assisting with this project.

Item 4.5 – Collect Outstanding Confidentiality Forms From Members Who Have Not Yet Completed – DW (Ongoing)

Dawn Austwick

Mel Stokes

Ranjit Aujula – *Received Today*

Sue McAuley

Maureen Ruff has completed her Confidentiality Form today.

Item 4.6 – Feedback On Meeting Between MS and SC re ‘Complaints Process and Procedure’ – MS/SC

MS advised that the Trent View Medical Practice complaints process and procedures mirrors the NHS Complaints Procedure. Complaints are received by Telephone Call, Letter, Complaints Form, E-mail or by calling into the practice. Patient feedback is key to the practice to improve patient care.

Item 4.7 – Update On Dispensary Process & Timeline (e.g. EPS by end of May, options to request, turnaround time, etc) – MS (See App. A) – Discussed with Item 6

Item 4.8a, c, e – Update on KPIs (e.g. DNAs, Data Classification, Sharing of Appointment/GP Resources, GPAS SitRep numbers, etc) – MS

Following the CQC inspection MS advised there are a selection of quantifiable KPIs. Smear reporting has increased to 80% from 71%, as there was previously a lack of

practice nurses and nurses undertaking smears without up-to-date training updates in the practice.

MS advised that the practice currently reports on Complaints annually to NHS England.

How do you measure DNAs? – MS commented that you can't just remove patients who DNA, but advised that when patients have three DNAs, they are written to with a strong letter from the practice.

DW asked about reporting staff data (NWRS) – MS advised that NHS England do not chase it. MS stated that she would rather the Team deliver patient care and QOF Figures.

DW commented that the Website should have staff figures and who does what for how many hours. The Website should be about communicating to patients and requires a baseline.

Key Points – Data on walls advertising baseline information.

KPIs – GPAS Report – DW advised that he requires declaration numbers every week. Status Declare – MS to provide.

Action: MS

Item 4.9 – Text Message Policy Re Appointments – MS

Does everyone get a Text Message? MS advised that it is procedural. The patient may not have given consent. MS advised a policy is required, as there has been a large turnover of staff and staff being incorrectly trained. MS commented that a Structured Training Matrix has been used since July 2022.

Action: MS/CB

Item 4.10 – Information Required To Allow Website To Be Updated – MS

MS advised that she liaise with other members of the Team regarding clarity of information as to where we are with the development at present.

Action: MS/MH/BW

6. Update on EPS (Electronic Prescription Service) 'Go-Live' 29/08/2023 (See Attached Email Dated 17/08/2023 12:52 For PPG Feedback Re Patient Communication Plan)

MS advised that a large amount of preparation work had been undertaken prior to the Go-Live date. The process has gone really well with a couple of exceptions such as the wrong pharmacy selected. One was a genuine mistake and the other the patient had the pharmacy nominated wrongly. MS stated that she had, had no strong feedback from the GPs or the Team. All prescription management is now centralised in Brigg.

7. Update Re. Autumn/Winter 2023-24 Flu & Covid-19 Vaccination Programme (Children start Wef 01/09, Adults Start Wef 02/10 (Care Homes) or 07/10, All complete by 15/12)

MS updated that the COVID/Flu Plan was changed a week last Thursday by NHS England, which will now be commencing on Monday and will be a priority for the next six weeks. The Flu Programme will commence in early October with a delivery of 1500 vaccinations. The Patient Group Direction (PDG) does not go live until Thursday. All vaccinators are required to update their training prior to commencing the vaccination programme.

The following groups are top priority.

- Elderly Care Homes and Frontline Staff
- Elderly Housebound
- Immunosuppressed

MS advised that appointments will be via invite only. Flu vaccinations will commence 27th September or 9th October with the same priority as COVID vaccinations.

8. Update Re: On-line 'Register with a GP Service'

MS informed the members that new patients can register with a GP Practice online. Riverside is already active. MS has not had a brief with Jane Goulding this week regarding whether Trent View is active. MS to liaise with Jane.

Action: MS

9. Primary Care Recovery: (DW's E-mail Dated 20/05/2023 17:14) See Appendix B

Raise a Question – forwarded at the end of July to the ICB. 05/09/2023 – no response as yet.

MS reported a successful meeting with the telephone company. The practice paid for the new telephone system out of practice money. The Primary Care Recovery Programme is now offering funding for a new telephony system to other practices.

Following the CQC visit, the practice is now focusing on the Skippingdale site regarding decorating.

Point 2 – Medications have been moved out of the corridor at Keadby Dispensary.

Clinical Searches – Monitoring and Recalls. MS asked, how do you eat an elephant – a spoon at a time. Monitoring has been directed to the Pharmacy Team and are currently chipping away at it. As part of the team structure, funding for further Pharmacy Technicians and Trainee Pharmacy Technicians has been secured.

Safeguarding Issues - Childrens Records

The lessons learnt in August have all been actioned.

Use of Blank Prescriptions – Handwritten Prescriptions

Logs are kept of all FP10s received into the practice, as all the boxes are coded and the prescription numbers the box contains. Printer Locks have been fitted to all printers across all the five sites.

10. Any Other Business:

PCN – How do does the PPG interact into the PCN? MS agreed to chat to Dr S Modan.

Action: MS/SM

11. Date/Time Of Next Meeting:

Tuesday 7th November 2023 at 4.00pm – Keadby Surgery, 45 Trent View, Keadby, SCUNTHORPE, DN17 3DR