



Trent View Medical Practice

Patient Participation Group Meeting

Monday 9th January 2023 at 6.00pm
Crowle Surgery

Minutes

1. Attendees:

David Wall – PPG Chair	(DW)
Christine Slack	(CS)
Michelle Slimm – Business Manager	(MS)
Melanie Stokes	(MeS)
Sue Colakovic	(SC)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

Apologies: Shaun Fletcher, Barrie Pollard, Ranjit Aujla, Susan McAuley

2. Welcome

DW welcomed everyone to the meeting this evening and introduced Sue Colakovic as a new member to the PPG. All members present introduced themselves and Sue gave an overview of her background in nursing.

MS gave a brief update on the management structure across Riverside Surgery and Trent View Medical Practice with the centralisation of the Care Navigators at the base site in Brigg. 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, taking in samples and carrying out other functions of the surgery. Ten Care Navigators will be based at Brigg – five for Trent View and five for Riverside Surgery who will be mainly responsible for just answering the telephones.

Melanie Stokes raised a possible Conflict of Interest and advised that a member of her family (Daughter In Law) is a Care Navigator at Riverside Surgery. It was agreed this was not problem regarding membership of the PPG.

3. Minutes of the Last Meeting

The minutes of the previous meeting held on 1st November 2022 were agreed as an accurate record with the addition of Helen Whittington as a new member welcomed to the group.

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

a. Report of Crowle Coffee Morning Engagement Event

CS reported that she had attended the Coffee Morning and chatted to a few people attending the event and gave out a few PPG Leaflets. CS stated that the age group attending the event are from the older population of Crowle and the surrounding area. Discussion took place that the leaflets could be distributed to the Pharmacy, Co-op and the Library in Crowle. Sue Colakovic advised that she could take some to the Crowle Colts Football Club which may attract members from the younger population.

MS advised that she would sort some posters with Ben Watson for distribution on request.

Action: MS

Complaints Procedure

Sue McAuley has submitted a draft new Complaints form, and this is for discussion at the next meeting.

Crowle Drain Cover

MS advised that Cheryl Bell is in the process of sorting out the repairs to the cover.

Tree – Crowle Surgery Car Park

MS advised that the tree is in a Conservation Area and the practice has had to undertake the process of permission to undertake tree felling with North Lincolnshire Council.

5. Practice/Dispensary Staffing Update

Louise Sandel has joined Riverside Surgery as Lead Practice Nurse on 21st November 2022 and will be mainly based at Trent View Sites. Louise Ede has also commenced in post as a Practice Nurse and will be mainly based at Trent View sites also.

Sophie Moore has joined Trent View Medical Practice as a Care Navigator at Keadby on 28th November 2022. Louise Bunce has joined Trent View Medical Practice as a Care Navigator on 6th January 2023.

Ellen Drifill has joined Trent View Medical Practice as a Dispenser on 29th November 2022 Susan Etherington-Brown has joined the Dispensary Team at Trent View on 18th January 2023.

Sophie Lidgard has joined Trent View Medical Practice as the Dispensary Manager on secondment from Damian Limited.

SC asked what the Care Navigator title was. MS explained originally the role was Medical Receptionist and approximately 4-5 years ago this was changed to Care Navigator and the role is to support the clinical team which assists with spreading the workload to other Healthcare Professionals such as Pharmacist and Physiotherapist. Discussion took place that patients think Care Navigators are part of the clinical team as a clinician. It was agreed that PR/Media is poorly communicated to the community. DW agreed to mention the Care Navigator title at the North Lincolnshire 'Place' PPG Chairs Meeting when it is established (replacing the North Lincs CCG PPG Chairs meeting).

Action: DW

The question was asked whether the PPG could help with communication of information? The Website was suggested but it is also recognised there is the need to cater for the non-techno savvy patients' too.

MS reported a high staff turnover at both Trent View and Riverside. There is also high staff sickness. The Team Leaders' Meeting, which is held every two weeks, now manages the five sites surgery sites (two x Riverside and 3 x Trent View).

6. KPI Performance Figures

Michael Hart produced graphs of the DNA figures for Trent View Medical Practice for November and December, and these were distributed at the meeting. Unfortunately, there were no figures available for October due to the migration from EMIS to SystmOne in November. The figures itemised DNAs for specific clinics and it was felt that these still did not give a true picture as a percentage of the overall appointments available at all three sites. It was agreed that the figures should be broken down for each site as a percentage of the overall appointments available and MS advised that she would speak to Michael to produce these figures in greater depth.

Discussion took place regarding stakeholder engagement to be involved - Out Of Hours/Push Doctor appointments too. Feedback from patients to the members felt that Push Doctor called patients at inconvenient times.

Action: MS/MH

7. Use of Text Reminders

Discussion took place regarding Text Reminders to try to reduce some of the DNAs. MS felt this could be an Induction problem due to staff who have left and new members of staff in post – issue with staff training. MS will explore the Text Reminders process further and let DW know.

Action: MS

8. TVMP Website

DW informed the members that the decision to update the practice Website was taken twelve months ago. The first build of the Website is now available, and it has been quite a journey. Essentially the data will be the same as the old Website, but once it is live lots of changes can be made. DW agreed to send a link for the Website to the members for review. It was agreed to undertake a proper launch with reliable data and migrate to the new website as soon as quality data can be uploaded and validated.

Action: DW

9. PPG Confidentiality Agreement (For Approval)

This item was deferred for discussion at the next meeting, as clarity was required which version had been distributed with the papers.

10. Urgent Care System:

MS updated that the new telephone system is live at Skippingdale and Keadby. Crowle is still to go live. All telephone calls will be handled live at Brigg once the system is installed there also. Staff at the three Trent View sites will meet and greet and co-ordinate the other practice functions within each surgery. There will be training for each member of staff at all five sites – each member of staff will have their own log in to the phone system and it will be identifiable as to who is talking and from which site. The queuing system will be managed by the Patient Services Team Leader. The options will be changed and there will be fewer listed on the new system. The system is not a final working product at present until it is live at Crowle and Brigg.

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

DW thanked MS for re-registering the PPG with NAPP. DW advised that he had viewed the NAPP Website which has not been updated.

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

DW advised that with the closure of the North Lincolnshire CCG and the integration into the Integrated Care Board (ICB), the PPGs Chairs Forum Meeting no longer takes place. The meeting is in the process of being re-instated under the umbrella of the ICB. DW has put his name forward as volunteer to Chair the meeting once up and running.

13. AOB

MS advised the members that Dr S Bhadra has retired from the practice.

Discussion took place regarding the timing of the meetings moving forward into 2023. It was agreed that future meetings would be held Bi-monthly. SxM suggested picking a day of the week and suggested the first week of the month. It was agreed to hold the meetings on a Tuesday at 4pm, the first Tuesday of each odd numbered month, at a different Trent View Medical Practice site.

14. Date and Time of Next Meeting

Tuesday 7th March 2023 at 4.00pm to be held at Skippingdale Surgery, Ferry Road West, SCUNTHORPE, DN15 8EA