

TRENT VIEW MEDICAL PRACTICE - PATIENT PARTICIPATION GROUP (PPG)

PPG meeting - Monday 13th June 2022 at 2pm

Venue: The Keadby surgery, 45 Trent View, Keadby, DN17 3DR

MINUTES

1. Attendees:

David Wall – PPG Chair	(DW)
Michelle Slimm – Business Manager	(MS)
Michael Hart – Business Data Analyst	(MH)
Sam Cassells – Social Prescriber	(SC)
Colin Ridley – PPG Chair	(CR)
• South Axholme Practice	
Sara Mann – Business Support Officer (Note Taking)	(SxM)

Apologies: Ranjit Aujla, Barrie Pollard, and Christine Slack

2. Welcome:

DW welcomed everyone to the meeting today and everyone introduced themselves. DW advised that he had asked CR from the South Axholme Practice (SAP) PPG Group to attend the meeting to share some of their PPG practice experience. The SAP PPG has been established for the previous six or seven years and explained the benefits of the group assisting the practice discuss practice issues and patient experience to help improve the service. DW gave some background regarding the PPG for TVMP since the merge with Riverside Surgery.

SC – our Social Prescriber had made time in her busy schedule to visit the PPG with a view to explaining more about social prescribing. It was agreed that SC be re-invited on another occasion when more PPG members would be present. DW thanked SC for her time and commitment.

3. Minutes Of The Last Meeting:

There were no minutes available today from the previous meeting.

4. Matters Arising:

n/a

5. Standard Agenda:

Practice Update

MS gave a practice update and advised of a number of resignations across all sites and the practice has been actively recruiting across all departments.

DNA Figures

As a practice, if a patient has three consecutive DNAs, then the practice will write to the patient with a warning. MS gave an example of some situations that are not always straight forward. Investigation took place into a patient who had six DNAs and the patient was under the CRISIS Team.

MS informed the group that the PPG at Brigg undertook a review of DNAs. A search was undertaken each week of the DNAs and some members of the group came into the practice and rang the patients to get a view on the reasons for not attending and there were a wide range of causes. It was asked if the numbers could be reported to the CCG. MH agreed to undertake producing a report.

Action: MH

CR advised of the same problems at South Axholme Practice at Epworth. The group believes that reminder Text Messages do help the situation.

Future Plans:

MS and MH have been involved in the Keadby Regeneration Meeting involving Local Councillors, Voluntary Group Members, Community Centres and North Lincolnshire Council Councillor Julie Reed. CR advised there is no money available from the CCG which is disbanding at the end of the month.

Previously the focus has been on Skippingdale and Crowle. Social Housing would be good for Keadby. The Go Connect Bus Service was discussed, and the consensus was the service was difficult to log onto to book transport. Perhaps training could be provided for clients to use the system.

The practice has a total patient list of around 14,000, shared roughly equally (circa 4,000) at each of the three sites.

PPG Chairs Forum:

The next meeting is scheduled for 15th June 2022 and DW and CR will both be attending. DW advised that he is happy to take items to the PPG Chairs Forum to make our voice heard.

New Telephone System:

MS advised that she is investigating a new telephone system for TVMP and hopefully this will help with the half hour rush.

Urgent Care:

MS explained the Urgent Care System at Brigg and Broughton to cover on the day demand. KLINIK is a digital consultation system also used by the Care Navigators, Advanced Nurse Practitioners, GPs and for direct referrals to the First Contact Physiotherapy Service. Patients will also still be triaged through the Urgent Care Team. The current system at TVMP results in patients ringing at 8.00am and they receive an appointment whether or not they need to be seen again. Currently the revised appointment system is being set up and the 'Urgent Care' service will be launched next week. The Brigg and Broughton use a telephone system called Babblevoice and a similar system will be introduced at the Trent View sites. All calls will be managed centrally at Brigg. As part of Urgent Care, under 16s are given a Face 2 Face Appointment that day and known patients with Long Term Conditions and also Mental Health patients too. A Central Hear and Treat 'resource-centre' has been established at the Brigg site and all calls will be managed there from all three TVMP. Staff underwent training at Brigg last week, but there will be a few finer points to clarify.

Discussion took place regarding publicity for the new appointment system. The following were agreed: Facebook Advert, Publicity Campaign, Message on Telephone System, Message on Website, Leaflets in Prescription Bags, Leaflets in Reception, Keadby Facebook Website. DW agreed to post on the TVMP Website. MH and Ben Watson will work together tomorrow regarding the Link on the Website, Facebook, KLINIK Page.

Action: DW / MH / BW

DW commented he believed that the planned 'Urgent Care' service had the potential for improving services..

6. Any Other Business:

TVMP Website – This was frozen eighteen months ago. MS accepted an offer from DW to assist in improving and updating the website information (always subject to sign-off by

MS). Ben Watson to catch up with DW following a conversation this morning regarding a different provider.

Action: Ben Watson/DW

Ideas for recruitment to the TVMP PPG

CR asked what measures have TVMP taken to recruit new members to the group? DW explained that posters have been placed around the practice premises and also word of mouth. DW commented that the Jayex (scrolling message) Board at the Crowle site and the Website, once updated, were also opportunities. MH asked if the practice used MJoG with regards to sending out Text Messages via the practice clinical system. SC asked if the Social Prescribers could help promote the PPG and this was agreed as a good idea.

SxM asked if the two PPGs could merge as one group over the five sites, but MS advised that the two practices have a separate ODS code at present, and therefore require two PPG Groups.

Discussion took place regarding establishing a Virtual PPG to be involved in Questionnaires and Feedback Forms and these could be used for guidance through the actual PPG.

The PPG Group to look to tap into the Keadby Regeneration Meeting.

The Arrow Publication was also mentioned as a possible medium for encouraging involvement with the PPG.

An also the Isle Community Network – Next Meeting at Keadby

CR showed an example of a business card sized 'advert' for the PPG, which the South Axholme Practice had successfully used to generate interest. They had arranged for the cards to be popped into prescription bags – promoting services. Any such card needs a link/reference to an email and/or a website. To be considered when TVMP's website is available to assist.

Action: DW

DW thanked everyone for their ideas and enthusiasm. He also added that he felt word of mouth could also help recruitment. If each existing PPG member was able to recruit just one new person, we could quickly boost our numbers.

Dementia Friends – Awareness Meetings (an idea for future patient involvement/engagement)

N.A.P.P. – Patients Association: MS agreed to fund the PPG joining. Follow up with Laura

Action: MS

Spectacle Recycling – Before Covid lockdown, The Lions had provided boxes for used glasses to be recycled.

It is not clear, now, where the boxes are. Believed to be at Crowle and Keadby. MS to investigate.

Action: MS

7. Date Of Next Meeting:

Monday 25th July 2022 at 2.00pm – TVMP, Chancery Lane, Crowle, Scunthorpe, DN