



Trent View medical Practice Patient Participation Group meeting

2pm Monday 25th July 2022
Crowle surgery

Minutes

1. Attendees:

David Wall – PPG Chair	(DW)
Barrie Pollard	(BP)
Claire Holmes	(CH)
Sean Fletcher	(SF)
Michelle Slimm – Business Manager [via TEAMS]	(MS)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

Apologies: Ranjit Aujla and Christine Slack

2. Welcome and Introductions

DW welcomed everyone to the meeting today and DW explained that we have two new members who have join the group (CH & SF) and everyone introduced themselves.

3. Minutes of the Last Meeting

The minutes from the previous meeting held on 13th June 2022 were circulated prior to the meeting and all members attending agreed an accurate record.

4. Matters Arising/Actions Not Listed On The Agenda

No matters discussed.

5. Practice/Dispensary Staffing Update

MS updated that the practice had received several resignations; two Advanced Nurse Practitioners and a Practice Nurse leaves in two weeks. Recruitment is taking place to staff the new Urgent Care Team and Lindsey and Ruth will be moving to undertake the roles of Hear and Treat Nurse and will be based at Riverside Surgery. Two new Healthcare Assistants and a Phlebotomist will be commencing in post next week and two Practice Nurses have been appointed and are currently working notice at their current positions. MS advised there are two vacancies in the Admin/Reception Team and also Dr Fraser has retired.

6. DNA Figures

Discussion took place regarding DNA figures at the practice. MS explained some of the PPG members at Riverside had participated in a piece of work telephoning patients who had DNAd to try to assess some of the reasons for not attending. MS commented that it is about defining what is acceptable. There was no particular theme to the responses received. MS advised that patients will be written to advising them of the issue for a fourth DNA in a six-month period. MS stated there is a flip side as we need to enable patients to contact the practice rather than stuck in a queue system on the telephone. MS stated that she would ask the Data Analyst to check the figures for the practice and report back at the next meeting.

Action: MS/MH

7. Future Initiatives

MS updated the members regarding the Keadby Regeneration Group – Councillor Julie Reed is leading the group. An Open Event is scheduled to be held on Thursday 25th August 2022 which is an all day event. Discussions have taken place regarding having a stall at the event which would raise the profile of the practice. DW stated that he would check his calendar for his availability.

8. TVMP Website

DW advised that he now had a way to interact with the current TVMP Website to place posts on board which link to the PPG area. The Riverside website provider is 'My Surgery Website'. MS updated that Michael, the Data Analyst is currently working on migrating the Riverside website to 'My Surgery Website' new upgraded platform and also switching TVMP's website from N3i to the same 'My Surgery Website' upgraded platform. MH has a meeting tomorrow with the Website Provider.

9. PPG Recruitment

Discussion took place regarding further recruitment into the PPG. DW suggested that the new website could offer significant benefits in helping recruitment of new members and was keen to look at further opportunities as soon as the new TVMP website is operational. SF and CH commented that it is really on word of mouth at present. Suggestions were made regarding placing posters in other areas – ?outside agencies, such as the Chemist/Pharmacy in Crowle and placed in the dispensary areas at the practice sites. DW advised that a Link to the Website could be placed on the posters but awaiting go ahead. Further discussion took place regarding the establishment of a Virtual PPG. This was agreed would be useful and could be used as a Feedback Form regarding What do you like/What don't you like? It was agreed that data collection and communication are vital. The question was asked whether recruitment to the Virtual PPG could be included on the Patient Registration Form for new patients. DW agreed to have a look at the My Surgery Website.

Action: DW/MS

10. Urgent Care System

MS updated the members regarding the commencement of the Urgent Care Team. The first week was fantastic but lost its way a little following COVID sickness and annual leave. Problems were reported with the telephones clogging up the lines. A couple of mistakes were made, but the Team are really pleased with how things are progressing. The TVMP Care Navigators are also working on Reception at present, but the plan moving forward will be a Team of six to eight Care Navigators working every day with a separate Receptionist meeting and greeting.

MS explained the Urgent Care System in more detail regarding the Care Navigator taking the initial call and placing the request on the Triage List. Under 16s are immediately given a Face to Face appointment, known mental health patients or patients with complex health needs such as Palliative Care would be given a GP appointment. The ANP when they triage the patient will make a suitable appointment for the patient with the GP if necessary. CH asked if a Flow Chart could be produced to explain the process. MS gave scenarios regarding a patient with Shortness of Breath and Sweating would be directed straight to 999.

MS advised that there are plans in place to install a new telephone system, but this is scheduled for mid-October. A brief discussion took place regarding different telephone systems.

DW gave some feedback regarding the telephone system as negative posts had been placed on Facebook, that the options on the phone system were not working. A comment was made that staff are still telling patients to come to the practice to book an appointment first thing in the morning. MS advised the staff should be taking the patient details and asking if you feel

you need to be managed today. MS advised that this will be regarded as a learning opportunity/training need.

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

SxM had enquired with Laura Tyma and she is not aware that TVMP are a member of N.A.P.P. SxM will explore this further.

Action: SxM

12. Feedback From Members Who Attend External Meetings Relevant To The Work Of The PPG

Discussion took place regarding the above and DW agreed to attend any relevant meetings under the new ICS System Place Groups which will take over from the North Lincolnshire PPG Chairs Forum now the CCG has ceased.

13. A.O.B

Dementia Awareness Group

Newmedica – BP commented that Newmedica are brilliant.

Cancer Awareness Group

Comments were made regarding Integrating Primary Care Data Sharing as a discussion took place regarding members individual hospital visits and information not being available between Doncaster and Scunthorpe Hospitals. BP advised that all his information is available to him on his NHS App. MS commented that sharing information with Hull and Doncaster Hospitals is a problem.

MS updated that Patient On-line has been stalled until 1st November 2022, due to some of the comments that have been made. There is still lots of background work to do in general practice regarding Third Party Information, Safeguarding Issues and Adoption.

14. Date/Time of Next Meeting

Monday 5th September 2022 at 2.00pm – Skippingdale Surgery, Ferry Road West, SCUNTHORPE, DN15 8EA