



# Trent View Medical Practice

## Patient Participation Group Meeting

Tuesday 7<sup>th</sup> November 2023 at 4.00pm  
Keadby Surgery

### MINUTES

#### 1. **Attendees:**

David Wall – PPG Chair	(DW)
Michelle Slimm – Business Manager	(MS)
Christine Slack	(CS)
Sean Fletcher	(SF)
Sue Colakovic	(SC)
Maureen Ruff	(MR)
Sara Mann – Business Support Officer (Note Taking)	(SxM)

**Apologies:** Patricia Hyatt, Melanie Stokes.

DW welcomed everyone to the meeting today.

#### 2. **Minutes of Previous Meeting**

The minutes of the previous meeting held on 5<sup>th</sup> September 2023 were agreed as a true and accurate record.

#### 3. **Matters Arising - Not on the Agenda**

SxM confirmed that the letter of resignation acknowledgement and thanks had been typed and sent to Barrie Pollard.

GPAS Report – Closed and no further action.

Other Matters - On the Agenda

#### 4. **Patient Initiated Digital Mutual Aid System (PIDMAS)**

A letter from Humber and North Yorkshire Integrated Care Board was circulated prior to the meeting regarding a new national initiative, aimed at offering patients a potential alternative choice of where to have their treatment, which is being launched on 31<sup>st</sup> October 2023, as part of elective recovery programme. There is currently a geographical backlog in certain areas. Only patients who have been waiting for treatment for over 40 weeks will be contacted in the first cohort. Under 18s will not be included in this cohort. The last paragraph of the letter is an information point for any patient.

#### 5. **AccuRx 'Total Triage'**

MS explained that there is the opportunity to purchase a new platform. AccuRx was adopted during the pandemic. Total Triage is entered from the Front Line, and this will be saved directly into the patient's record and will message the Team when a Total Triage is received. The practices have been using KLINIK which is fine, but this system does not link direct into the patient record. Total Triage is more secure and robust. There is the option of the NHS App. The practice is pondering at the moment. The system is free at point of delivery but there is the necessity to prove how many consultations have upped to 80% and then this is going to cost the practice, otherwise the funding will be withdrawn. The plan is for this initiative to go live April 2024. It was agreed that the PPG would like to engage with this.

**Action: PPG Members**

**6. New TVMP Website – Update**

DW explained that he has been working with MS and Jane Goulding (JG) regarding the Website. It has been hard work but there has been great progress, and the initiation is not far off now. DW asked the members to Log On with secure links he will send to them for them to have a look at the Website. MS thanked DW for his resilience and hard work.

**Action – DW/PPG Members**

**7. VOIP ‘System Connect’ New Telephone System**

**- Six Month Update [Go-live End March 2023] / Management Report(s)**

MS and JG have reviewed the October 2023 Management Reports for each week and each report was slightly different. The average wait time was 21 minutes for calls to be answered. The worst average was 33 minutes and a 20 minute average in week 2. MS and JG have picked up back work to move forward. MS reported that the worst waiting times were 1 hour and 40 minutes and 2 hours and 7 seconds. MR asked what are we aiming to achieve? What do we do with it, how do we achieve it? MS asked, how long do you feel is reasonable? Comments were made that it depends on the patient and how stressful they might be feeling whilst waiting in the queuing system and what their problem is. It was felt that 15 minutes was a reasonable waiting time. MS would like the phone to be answered within 6 rings, but this is to be dealt with in bite sized chunks. MS advised that there are currently 10 Care Navigators in post, based centrally in Brigg and JG is recruiting 2 more team members, but we need to set targets realistically.

Discussion took place regarding directly bookable appointments online – should not affect 25% which require a clinical decision – triage arrangements. MS confirmed that no GP or Advanced Nurse Practitioner appointments would be directly bookable, due to the need to screen appointments. Nurse appointments for B<sub>12</sub> and smear appointments could be available to book online. MS will talk to JG regarding a realistic telephone answering time. If patients do not answer a call back times two, are they sent a text? MS thought that the patient received three contacts, but no text message. MS will check with JG regarding call backs.

**Action: MS/JG**

**8. EPS (Electronic Prescription Service) ‘Go-live’ 29/08/2023 - Update**

Discussion took place regarding texting patients when their medication is ready for collection. MS reported that she and JG are establishing a baseline with the Patient Services Team. There are so many variables and there is a need for a benchmark realistic for everybody – ? how often used/acute/repeats. It was agreed to link this in with the Website discussion between MS and DW.

**Action: MS/DW**

**9. Autumn/Winter 2023-24 Flu & Covid-19 Vaccination Programme – Update**

MS advised that Flu Vaccinations have to be completed by the end of March 2024. COVID Vaccinations should be completed by the end of December. All the Care Homes have been vaccinated within the target and times, but these were re-visited for the patients who were unavailable at the first visit due to e.g. hospitalisation. All the housebound patients have been completed too. SC commented that she had attended a clinic at Keadby last Saturday, which was running very fast and slick. MS advised that the clinics had been slow on uptake as there are so many variables. Flu Clinics are currently still vaccinating the over 65s and 600 vaccines will be rolled out in the next few weeks.

MS commented that there are 6000 patients eligible for a vaccination. The practice ordered 2000 vaccines and there are still 600 left. To review clinics to try to improve communication, timeliness and availability.

**Action: MS/JS**

- 10. Online (New Patient) 'Register with a GP Service' – Update**  
MS advised that this service is now live and active at TVMP, and the patient data arrives at the practice fully validated.
- 11. East PCN [including Primary Care Recovery Programme (PCRP)] - Update**  
MS advised that the East PCN is financed via separate funding and Riverside Surgery is the Lead Practice of five practices who are part of the East PCN. MS advised that the Social Prescribers are funded by the PCN funding. PCR Update - MS will ask Dr S Modan to attend the next meeting on 16<sup>th</sup> January 2024.  
**Action: MS/SxM**
- 12. Patient Records – Access to Future Data Records Wef 01/11/2023 – Update**  
(Accelerating Patient Access – See E-mail & Attachments 27/10/2023 13:35)  
These documents were circulated prior to the meeting. MS advised that this was live and up and running to the best of her knowledge. MS explained a background 104 Code regarding a diagnosis of Dementia/Mental Health problems, may if a patient started to read, may have a negative impact on the patient. A Clinician would review the records, but won't tell that access is blocked - ? allow access in full knowledge.
- 13. DNA/KPI & Performance Reports**  
DW had shared the statistical data prior to the meeting and discussed the report and figures. TVMP Table 1 and 49 patients on a further table – there seemed to be some improvements. The Care Home visits figure, MS advised that there seemed to be a coding issue and MS agreed to follow up and clarify the coding figures.  
**Action: MS**
- 14. Any Other Business**  
SC wished to highlight some positives in a very serious situation. From the Care Navigators/Receptionists, GPs and Prescription Clerks, the responses and reports in her experience were faultless. Thank you MS.
- 15. Date/Time of Next Meeting**  
Tuesday 16<sup>th</sup> January 2024 at 4.00pm at Crowle Community Hub, The Market Hall, Market Place, Crowle, SCUNTHORPE, DN17 4LA

DW thanked the members for attending the meeting.