LITTLE WALTHAM AND GREAT NOTLEY SURGERIES

PATIENT PARTICIPATION GROUP

MEMBER OF THE NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION (NAPP)

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| Wednesday 28.04.21 – 2.00pm - via ZOOM  **1)**  **Apologies**    Jo Le Huquet, Barry Crawford & Ken Game  In attendance: Victoria Weavers, John Oates, Helen Mallender, Roy Perry, Libby Hill, Anne Johnson, Roger Smith, Anne Johnson, (Gill Sturman & Graham Pitwood – potential new members) Beverley Lampitt & Siobhan Bull.  VW thanked everyone for attending.  **2) Minutes of the last meeting**  Nothing to discuss from the minutes  **3) Feedback from the AGM/Open meeting on 27.01.21**  LH asked if the attendance was better with the ZOOM meeting.  VW said yes better turn out but could always be better. VW did a tremendous amount of advertising for the meeting. SB advised approximately 30 people attended online.  LH commented on how good Dr Mackin and Hazel Throssell’s presentations had been.  VW asked for thoughts for the new date for the next AGM would January be a better month to hold the AGM going forward?  VW asked JO to check in the constitution as we may need to give notice of this. Maybe a special meeting to vote?  **4) New members**  Gill Sturman and Graham Pitwood are potential new members. Current members introduced themselves.  GS has lived in locally for 50 years and wanted to see if she could be of any help on the PPG.  GP volunteers with Anglia Ruskin medical school.  **5) Practice Matters**  BL advised the telephones continue to be extremely busy. Everyone is stretched and there is no overnight fix. All primary and secondary care are playing catch up and will be doing so for some time.  BL has spoken numerous times to the telephone company looking for solutions. Reception cover has increased from 4 receptionist a day to 6 to help with the volume of calls.  Online booking was removed as patients really need to be triaged under the current situation. The surgery has trialled releasing a few telephone only appointments. Only to have patients turn up for a face to face appointment. Everyone is trying to find the most compatible and professional way to work. We are also still limited with social distancing. Any suggestions are welcome. Currently advertising for 2 new reception staff.  We have welcomed back three members of staff that were shielding; a nurse, HCA & prescription clerk.  GP spoke about online bookings and mentioned sending emails to Admin. BL advised that this is not practical for the clinicians. Admin staff are not clinically trained and the GP’s have a full surgery daily of telephone calls, face to face appointments and visits. Adding emails to an already heavy workload isn’t really feasible. It is appreciated how busy the phones are but it is the best way to make an appointment to speak to a clinician. It cant be bypassed via admin to make an appointment.  VW enquired about reception staff. BL said currently 11/12 and hoping to recruit another 2. VW asked if we still have many DNA’s  BL replied some but the clinician will always call but how many calls should they make? They do always try 2/3 times.  It is appreciated that with a call the time cannot be guaranteed but there isn’t really anything that can be done about that.  LH said she always gives a time she might not be available to help.  BL advised we are hoping to offer more face to face appointments with some lockdown restrictions lifting.  **6) Newsletter**  VW admitted that a recent newsletter was yet to be designed with things constantly changing and nothing really that new.  VW/JoLeH/JO/RS to make a diary date for a sub committee to discuss the next newsletter.  Content for the newsletter was discussed;  RP suggested a vaccination update  GS said perhaps local figure update. VW advised this is too hard to do as the figures are constantly changing.  A lockdown food recipe is always popular?  VW asked what could be offered in the newsletter that’s not on the website?  HM said that Pleshey have a support service so details like this from other surrounding areas could be added.  A brief paragraph about Hazel Throsell and what social prescribing can offer.  AJ works with Essex recovery service.  It was thought links to the above and other services would be good.  LH asked who actually see’s the newsletter? For some patients who don’t have a computer or smart phone how can they access it.  SB advised hard copies are always available in the surgeries (although not in the current pandemic). Unfortunately, we are unable to post individually due the high volume of patients.  GP also mentioned with new GDPR emails are not always advisable.  It was generally felt a copy on the website and links in local publications was the best way forward.  **7) CCG**  VW spoke about recent meetings she has attended. From a recent government white paper the CCG would be abolished in 2022. There would be a new integrated care system to include; NHS, local government and wider groups.  Things have started to changed with the PCN staff in the hubs. A wider spread for social care not just clinical care. Lots of changes afoot, hopefully more positive. A more holistic approach to patient care.  In terms of vaccination centres in Essex there are 25 GP led vaccination sites with 6 larger sites i.e Colchester football ground and Chelmsford racecourse. 4 hospital sites and 1 community pharmacy.  Essex are making great inroads with the vaccinations. VW reported that a colleague aged 42 was having her first vaccination this weekend.  **8) Any other matters**  Nothing to discuss  **9) Date for the next meeting**  A potential date of 21 July 2021 at 2pm via ZOOM was suggested. BL has confirmed that this date is fine at the moment.  S Bull  04.05.21 |  |