

PATIENT PARTICIPATION GROUP

MEMBER OF THE NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION (NAPP)

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	Action
<p>Wednesday 3rd November – 2.00pm - via ZOOM</p> <p>1) Apologies: Jo Le Huquet, Libby Hill, Roger Smith, John Oates, Ken Game</p> <p>In attendance: Victoria Weavers, Bev Lampitt, Anita Simpson, Dr Ramoo, Kathryn Brennan, Paul Scott, Helen Mallender, Gill Sturman, Roy Perry, Barry Crawford.</p> <p>VW thanked everyone for attending.</p> <p>2) Minutes of the last meeting</p> <p>Nothing to discuss from the minutes</p> <p>3) Medical matters – GP representative</p> <p>SR spoke about the pressures the surgery are facing at the moment. The surgery is running almost “normal” service but covid and the press are making the demands on the service greater. We are seeing more face to face patients now. The demand is greater and it is impossible to keep up with the demand. If the patients have respiratory conditions then we are doing a phone call first. The waiting room is spaced out according to guidelines. We are doing the Covid booster clinics at the surgery as it seems immunity may decrease after 6 months, this impacts the calls coming into the surgery and also it is the flu season so this time of year is challenging usually but with the covid issue it is worse . VW has attended a meeting with the CCG which was talking about a new campaign #support our staff this should be rolled out over the next few weeks to surgeries. PS asked if the covid clinics are walk-in clinics. SR explained we are contacting patients at about 6 months and arranging an appointment in the set clinics for their boosters. PS asked if a message can be put at the beginning of the phone message saying we are having high call numbers – BL confirmed the message already states that the surgery is experiencing high call volumes. VW thanked SR for his input.</p> <p>4) Practice matters – Beverley Lampitt</p> <p>BL introduced new PCN member of staff Kathryn Brennan – Care co-ordinator. KB explained her job role is changing constantly as new parts of the role develop. Her main job is to co-ordinate people to assist patients with appointments and being able to attend, to be a non-medical point of contact for care homes to take some of the pressures of the GP, to assist with personalised care planning. VW said her contact details will be added to the newsletter, KB to send her job</p>	

spec to VW. Get some information on the notice boards about KB so patients are aware of her. KB to speak at the open meeting in January 2022.

BL introduced AS who is covering Gemma while she is on maternity leave. Recruiting another clinical pharmacist, not much luck with recruiting for other positions – seems to be a national thing not just our practice. BL spoke about the abuse the staff are getting almost hourly throughout the day.

HM – could there be a priority service if patients feel it is an urgent need, can patients be directed once they get answered. BL reception care navigate as best they can.

VW asked if the local population has increased. BL – yes it has the boundary area has a lot of new builds going up within it. We are using locums as and when we can get them. BL explained the admin email is being used for GP appointments/pharmacy requests but the patient gets a automatic response saying we are not able to deal with these via email. BL explained that GPs are seeing more Face to Face patients than phone call patients. All phone calls to and from the surgery are recorded. Morale is very very low. The national plan for the abuse against reception staff/surgery staff might help. Patients are very angry with “ the situation”. VW said the anxiety of patients has increased over the last few years. BL – the press don’t help with the situation. BL explained the appointment system which is patient-focused will have a choice as to if they have a Face to face appointment or a telephone call with the GP . IF the patient wants a phone call the reception team will say it’s an am or pm call back but won’t give a time frame they can add a note in case a patient is in a meeting etc, the GPS will work down their lists and tend to see their Face to Face before they deal with the phone calls as the face to face can run a bit behind. BL explained the covid clinics. Currently running from 8-12 and 1-5 staff are giving up their Saturdays. 360 volunteers are helping at each clinic, we are vaccinating Little Waltham & Great Notley, Hatfield Peverel and Douglas Grove patients, so far the response has been positive. PS – is part of the Parish Council wanted to feed back about the flu clinics and the traffic in Little Waltham. BL we were doing timed slots of an hour for different letters of the alphabet the press didn’t help the matter – actual appointment slots might have been better and will be looked at for next year.

PS how will surgery cope with the increase in number of houses in the area? BL we may have to close our books.

5) Newsletter

Jo LeH will do and send out as soon as she is able to.

VW have a link to the surgery on the PPG website. Link to be added to social media website and parish magazine. There is a sub-committee if people would like to join to help with the newsletter.

6) Mid Essex Clinical Commissioning Group

VW spoke about MECCG # support our staff posters will be sent to the surgery in due course but there is more work to be done for them before they can be sent.

There will be a new non-emergency transport service for Mid and South Essex run by Thames Ambulance service starting in Spring 2022.

VW has said if others want to attend the MECCG meetings they can share the burden they are on line. The MECCG want to involve the PPG in decision making.

10) Any other business

HM advised she is stepping down due to moving out of the area.

VW pre open meeting 12th January @ 2pm on line again.

Open meeting 26th January 2022 via Zoom 7pm.

GP to attend if possible.

Publicise meeting – notice boards, parish magazine.

VW to draft poster for AGM after this meeting.

Past minutes Brenda to put on the website.

VW is there a way we can give new patients to the surgery the choice to join PPG, VW to send something to BL to see if we can add to new patient registrations.

11) Dates for next meeting

Pre AGM subcommittee – 12.01.22

A Simpson
01/12/2021

DRAFT