

Victoria & Mapperley Patient Participation Group
Business Meeting Minutes
Meeting held on Zoom on Monday 11.04.22 at 11am

Present: Cath Verhoeven (Chair) Debs Main (Secretary) Ann Hardy, Bill Brown, Sally Eaton, James Pam, Simon Jones (Practice Manager).

Apologies: Dr Nightingale, Catherine Wallace, Martin Rudge, Alan Wilson.

Agenda

1. **Ratification of minutes** – minutes of Action Group Meeting 11.04.22 were ratified with minor amendments. **Action:** Debs to send pdf to Alan for website.

2. Matters Arising:

- **Covid booster Jabs:** Experience of members good so far. To be discussed further in item 5. Practice Update.
- **Practice telephone System:** To be covered in item 5. Practice Update.
- **Staffing:** Dr Khan and Dr S Baig have left the practice. Simon was asked to clarify who is being referred to as 2 GPs have same name so it would be helpful to have their initial too. Dr Sadaf Baig likely to return to the practice as a locum over the summer.

3. On-Line Appointments:

- Appointments availability still limited via the NHS app.
- Simon commented that he needs to sit with one of the team to keep updated when GP rotas are updated so that some are automatically added to the available on-line appointments.
- Wait time is still 2 to 3 weeks for routine appointments – but some appointments need to be kept for urgent on the day appointments and not release too many appointments to book in advance.
- There continues to be a resource issue with a lack of GPs due to illness and other things which needs to be carefully managed to ensure that there are on the day appointments available for those that need them.
- Telephone appointments versus face to face – one member reported that they were told that they must attend surgery by reception team rather than have a telephone appointment. Others have reported that having phone appointment was no problem. Simon has said that this will be investigated, as telephone appointments should not be a problem.
- Receptionists giving their name when answering calls is sporadic – Simon to reinforce with the admin team again.

4. Information Screens:

- Simon will be liaising with Leah (one of the admin team) to add local information to screens and also get a music license in place to make full use of the screens, which will compliment the generic information already in use. The PPG can be involved in this process.
- Feedback from Debs on recent experience in the waiting room was that the generic information was good and very informative and though generic it was applicable to the practice anyway. But she observed that no one was looking at the screens. It was commented that people would look at the screens if their names were flashed up to call them to the

consulting room but it was the GPs choice not to use them for this purpose.

- Bill commented that music to reduce stress would be helpful and maybe would encourage people to look at the screen.
- Information re where you are in the queue might be helpful.
- Updates with on the day information, such as why delays are happening e.g. staff absence was also suggested.

Action: Simon review ideas with Leah and how they might be implemented.

5. Practice Update - Simon:

- **Covid booster Jabs:** Practice not involved in spring boosters - not many practices in the city are - these are mainly being done by vaccination hubs. Housebound vaccinations are being done by local roving team. General consensus from our PCN is that practices will order flu jabs as usual but are awaiting more information re delivery of Covid booster jabs in autumn and can they be done alongside with the flu jabs at the same time. Phone message now out of date re get your flu jab

Action: Simon to action.

- **Staffing:** 3 registrars will be working at practice in the coming months - Dr Alam Khan will be at the practice for a few months. Dr Amit Katora - final year GP trainee will be with the practice for a year. Dr Choudhury was inducted today. **(CHECK NAMES WITH SIMON)** Having these registrars is good for consistency, continuity and makes for an overall gain in available appointments. However, clinical room availability needs to be managed and it does take time out of GPs time providing them with clinical supervision but overall the practice gains. Simon's still working on recruiting a salaried GP but it is taking time - 2 strong potential candidates in the pipeline to fill the gaps in capacity and hopefully we will have them in place soon.
- **Staff shortages:** Staff shortages have continued to put practice under pressure over the past month with Covid, D&V and other health issues. Things still not back to normal yet following lifting of restrictions.
- **Patients' views:** Patients continue to complain about ability to get appointments is an issue for receptionists. GP+ have helped over the winter but attending a different surgery in the city centre is not always convenient for patients.
- **Google reviews:** there seems to be a number of fake reviews appearing online in Google reviews. After investigation by Simon he is suspicious that some are not people registered with the practice. He is considering taking practice off Google reviews if possible, as they are not productive when he cannot respond to the people posting directly and investigate their experiences. Simon can respond to negative reviews on the NHS choices website more effectively.

Action: Simon asked patients to have a look at Google reviews and feed back.

- **Clinical Room at Mapperley Surgery** - biggest limitation at the Mapperley surgery is availability of space. Simon has been asked to be a

'guinea pig practice' to digitalise all the hard copy paper notes and then store existing paper files off site which would free up more space on the top floor. Digitalised notes will be accessible to the practice and should make no difference to patient requests and may ultimately some information there will be available to patients via the NHS app but this is a national issue. The room could then be used in various ways and of course, patient mobility will be taken into consideration if used to see patients clinically.

- **Car Parking at 855** - Parking at Mapperley surgery is very limited and it can be difficult to get a spot sometimes. Simon asked that patients do not park on the right side of the car park. These spaces are not owned by the practice and there are clear signs to advise that these spaces are for the physiotherapist next door. Patients should not use the practice car park when collecting a prescription from the pharmacy. Patients are not permitted to use the car park for any other service other than when visiting the practice. Simon is considering making the available spaces for disabled patients only.

6. AOB:

- Bloods - Anne reported that it has been in the news that some surgeries have been approached to consider if receptionists would be trained to take bloods. Simon said that this is a national scheme to increase available staff to carry out minor tasks and therefore increase capacity. Generally practice is happy with availability of their Health Care Assistants who take bloods but he knows other practices struggle - so no plans at the moment but the practice would consider it if it seemed to be beneficial to the practice. It was noted that if this were to be implemented anyone taking bloods would be fully trained in phlebotomy.
- DNAs - one member reported that they receive a confirmation text after booking appointment but reminders for appointments would be good to have a reminder nearer the appointment the day before the appointment.
Action: Simon to look at configuration of appointment times and check when text message reminders are sent out to patients.
- Newsletter: Bill complemented Debs and Simon on the newsletter work put in.

7. Dates of Main PPG meetings:

Topic: **Main PPG Meeting**

On **Monday, June 13th 2022** Time: **At 7pm**

Join Zoom Meeting: <https://us02web.zoom.us/j/3965443414?pwd=SWc1UVZmTWZYcU9NRmgrZlQ3RIlhUT09>

Meeting ID: **396 544 3414** Pass-code: **PPG**

Future Main Meeting Dates: Mondays - Sept 12th & Dec 12th

8. **Close of Meeting:** There being no further business the meeting was brought to a close.