

MINUTES OF THE VIRTUAL MSPPPG MEETING HELD ON WEDNESDAY 13TH OCTOBER 2021

Attending:

Paul Harding (PH) – Chair
Lesley Isaac (LI) – Vice Chair
Sam Radford (SR) – Secretary
Joy Bailey (JB) – Chair of Comms sub-committee
Gill Waldron (GW)
Pete Griffiths (PG)
Lynda Moore (LM)
Derek Baker (DB)
Lisa Tabner (LT) – Practice Manager
Amanda Botley (AB) – Lead Nurse

Item 1 – Welcome and introduction

PH welcomed all to the meeting.

Item 2 – Apologies for absence

Apologies had been received from Mary Taylor.

Item 3 – Minutes of the previous meeting

The minutes from the previous meeting were taken as read.

Item 4 – Matters arising

There were no matters arising.

Item 5 – Action list

Action 48 – PH will be asking for volunteers to cover the clinic on the 23rd October **COMPLETE**

Action 49 – this is still to be done **OPEN**

Action 50 – **COMPLETE**

Item 6 – Chair's report

All present had received a copy of the Chair's report prior to the meeting.

Vaccinations – more flu vaccine clinics planned, PH said he has about 33 volunteers still registered.

Communications – PH said he'd received personally critical and unpleasant emails from people and felt we needed to talk about how best to respond to these messages. One of his concerns about FB messages is whether the Practice or the PPG should point out when things being said are incorrect, how to do this? (see item 11)

PPG volunteer status – PH recommended that we have a separate meeting to discuss this and everyone to read through the paper fully and then we can provide feedback to Bryony.
Meetings attended – PH had recently moved house and has not been able to attend many meetings.

Item 7 – Treasurer’s report

As Mary was unable to attend the meeting PH reported on her behalf that the balance remains the same at £565.19

Mary asked PH to tell everyone that she is in contact with Wendy Rudd the Community Agent for South Petherton and that local events are beginning to start happening again, such as the lunch club, she wondered if we may be able to attend.

Item 8 – Practice update

Unfortunately, the Practice update had not been received prior to the meeting but a copy will be sent to all present.

LT read through her report, discussing complaints and an AskmyGP update.

LI pointed out that she had needed to phone the surgery to book her flu jab and other patients would have had to do the same and this may have contributed to the increase in phone calls.

LT said they are doing both flu and covid booster jabs on the same visit to housebound patients.

LT said she had been contacted by the TA13 local magazine asking for data to put in a report on the number of face to face appointments being offered at the Practice – she cannot get that information from the system unfortunately. DB said he had seen a statistic stating that the average is now 60% face to face. LT said that the priority patients are dealt with and that the nurses are doing a lot of face to face and that every day the GP’s have face to face appointments on their lists, it is the GP’s decision and it’s well managed.

JB asked if the Practice was offering video calls? LT replied that yes, they were and that they have always been doing them. AB said the asthma nurse is doing video calls and that the doctors are very clever at getting information from patients to decide whether they need to see them in person. She felt there is a lot of ‘stirring’ in the community about the situation with lots of negative feelings and communications.

LM said it really depends on the questioning skills of the clinician and that her husband had recently had a video call which had gone very well, people prefer different things.

PH commented that he had also had a video consultation and that it was good to see the face of the Consultant which helps with the conversation and that maybe from a patient’s point of view it would be good to have more video calls? AB said it’s about managing expectations, GP’s see about 40 patients a day and it would be difficult to manage all of these on video calls.

LT said the Practice now responds to patients within 2 days which is a quicker response time than pre-covid when it often took 4-6 weeks! GP's have had training on phone consultations, and lots of locums want to work remotely which adds to the difficulties because this leaves a lot of work for those actually in the Practice. AB pointed out that other surgeries have been operating these systems for several years and that our Practice is quite late to the game! PH asked if there was still an age limit for those patients being allocated a named GP? LT said that everybody has been allocated a GP and that patients would need to contact the surgery to find out who their GP is.

Item 9 – Covid booster/Autumn influenza vaccinations

This had been covered earlier in the meeting.

Item 10 – Patient issues

LT had discussed these in item 8.

GW said that there had been 8 complaints in total for August and September.

Item 11 – Media management

PH raised concerns about FB and the Martock chat page having incorrect information being posted. He'd also received very critical and unpleasant messages from one patient – should we respond or ignore?

JB said she felt that if incorrect information is being posted we should correct people but if it's general moaning maybe redirect them to the Practice?

LI said that if it's very personal criticism we shouldn't react, we don't want to get into a dialect with people doing this. She also felt that there had been less negative comments on FB recently and that there had been some positive comments about the flu clinics.

GW said she agreed with LI and that it's too easy to make an inappropriate comment.

LT said that SHS do not engage but will intervene when they can point out something that's incorrect.

AB said she often phones these patients up to ask if there is anything she can help with and has had great success doing this. If as a PPG we have people complaining, she said to take it to the Practice and they will deal with it.

As a committee we decided that the best policy is not to engage.

Item 12 – PPG volunteer policy

PH to set up a meeting to discuss this item **ACTION PH**

Item 13 – Martock Farmers Market

When attending the market recently PH picked up on communication being an issue for patients. People don't realise how the surgery operates and the pressures they are under. They fundamentally don't understand how the Practice fits into SHS, which raises the question, what is our Practice?

There is a lack of understanding of what SHS is and that maybe Symphony Health Services isn't a helpful name, maybe a different name might help explain to patients what it is?

People don't know of the funding going towards the PCN to enable sharing of expertise with resilience.

LT said that they share expertise with other SHS Practices and they have mentors for training, they are aiming at working towards a pooled resource. Enhanced Services funding is about the PCN's working together on wider projects. This is a work model for the future and is about helping each other out to prevent Practices failing.

AB added its about working cohesively in the interests of the patients.

DB added that he felt for the basic patient the Practice is the unit they relate to.

LI said that as a PPG it's all about communication and the most important thing is to get information out to patients. We should tell patients all about the improvements SHS have made to the Practice.

GW pointed out that our PCN is all SHS Practices and that other PCN's have a mixture.

Item 14 – Symphony Healthcare Services staff awards and sponsor request

PH asked the committee if we should provide funds for an award?

LI said that staff should be recognised for their hard work but doesn't think the PPG should provide money for an award, it isn't appropriate use of our funds.

GW agreed with LI

JB agreed with LI

LM felt we should provide some funds

SR agreed with LM

PG said that some money might be appropriate and asked how they will select a winner?

JB pointed out that only a few people are visible to us as patients and there must be lots of staff in the background that we aren't aware of – could we contribute to the Christmas party instead?

PH suggested getting something made that can be passed on to a new winner each year maybe?

GW said she is totally against it and that it's not what PPG's were set up for.

PH said he will write to Bryony to explain.

Item 15 – Review of AskmyGP

PH said that Dr Tim Quinlan and Bryony Finch are currently reviewing AskmyGP and one thing that it doesn't currently have is a click down box for staff to easily prioritise patients. They are hoping to make some alterations to the system to make it easier to prioritise and triage.

PH closed the meeting at 8:42pm

The next PPG meeting will be on Wednesday 10th November at 7pm.