

# Minutes

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## PATIENT PARTICIPATION GROUP

Wednesday 6<sup>th</sup> December 2023 – 1.00pm

Western Elms Surgery    Chair    AP    Minutes    LL

1.	<p><b>Attendees:</b></p> <p>PPG: Alan P, Chris G, Susan P, Debs, Peter, Beti, Colin McC, Hazel McC, Philip, Sam, Sue J, Susan</p> <p>Surgery: Lisa, Lucie, Angie, Dr Arthur, and Dr Hopkins</p> <p>Apologies: Hazel A, Marilyn, Patricia, Rebecca</p> <p>The meeting was held in person at Western Elms Surgery. The meeting was also accessible via zoom for those who could not attend in person.</p>		
2.	<p><b>Matters arising</b></p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>Telephone system Lisa advised the group that another meeting took place today and we have been promised that we are their priority. Weekly meetings will be held until it is resolved, however it is unlikely to be in place by Christmas. The handover will be succinct and NHS England have picked it up again. They have been made aware that our local MP and the PPG are very unhappy about the situation. Lisa has been advised that NHS England are looking into buying out the contract. All surgeries are due to move over to the new digital system by 2024 and are within target.</p> <p>NHS App – medical records Prospective access has been given to patients from 1<sup>st</sup> November 2023 and it has gone live for everyone. Any new patients will have the right to see their medical records from the date they registered at the surgery. There are some exclusions which include patients with safeguarding histories, those in fear of harm and patients on the learning disabilities register. We need to ensure that they receive the information in the right environment.</p> <p>Dr Hopkins added that we need to ensure that patients can access their medical records in the safest way by ensuring that any safeguarding concerns are thoroughly checked and it isn't just a case of withholding information for the sake of it. It is likely that there will be some form of legal challenge.</p> <p>Sam asked what disabilities have been included in the exclusions criteria as we need to be careful not to breach the Equality Act 2010.</p>		

	<p>Lisa responded that we have policies and procedures in place to ensure that doesn't happen and we must ensure where there is doubt, we've done all we can to ensure that those patients are kept safe.</p> <p>Dr Hopkins also added that those patients on the Learning Disabilities Register have annual medical reviews including discussing the issue of capacity.</p> <p>Sue J commented that using the NHS app is the easiest way to access information and that it should be used to feed more information through it.</p> <p>Chris reiterated the same.</p> <p>Lisa added that medical records can't be edited and they are prospective. If a patient would like their life record, they need to request them.</p> <p>Peter asked whether medical information from other care settings can be seen on a patient's medical record. Lisa responded that hospital data can be seen on patient records, however we are two separate institutions, some information is new to us as well and we're not party to those decisions and processes.</p> <p>Chris commented that the sharing of information is between the patient and the surgery and only other care organisation that have agreed to share it with us. Hospital systems are long way behind, however it will happen and NHS England requirements will be that patients will need to opt out.</p> <p>The minutes were voted as accurate and accepted.</p>		
3.	<p>Guest Speaker – Camilla Arthur, GP Associate</p> <p>Camilla joined the practice around 18 months ago and works full time, 8 sessions across both sites. She relocated from southwest London where she worked at a GP surgery and at the Royal Neurodisability Hospital in Putney. Part of her role is to supervise and mentor the F2s who rotate every 4 months.</p> <p>Chris asked what is a GP associate. Lisa responded that GP associates aren't partners and they don't get involved in running the business. Our other GP Associates includes Dr Shakur, Dr Corradine-Mora, Dr Morando, Dr Kavalier and Dr Anderson and Dr Duncan.</p> <p>Lisa asked Dr Arthur to respond to the question raised by SP under AOB, regarding vitamins, specifically vitamin D. Dr Arthur responded that advice regarding vitamins is better directed from a nutritionist rather than a doctor. However, most of the population lack vitamin D over the winter months as we should be getting 15 minutes of exposure to our arms and face per day. She would recommend patients take a supplement and especially for those children up to the age of 5. If you have a good diet, you shouldn't need to take additional vitamins.</p>		

4.	<p><b>Financial</b></p> <p>The balance for WES and CL has not been changed.</p> <p>The Christmas raffle raised £73.10.</p> <p>Currently, there are no plans to spend any money.</p>		
5.	<p><b>Surgery News</b></p> <p>FFT – statistics from July 2023 onwards</p> <p>Lisa commented that there were some very impressive, lovely comments, however there is still some stuff to work on. We have also removed names to ensure anonymity.</p> <p>Prior to Covid, toys/books were available for children to play. Since Covid, these have been removed as they need to be disinfected and there can be cross transmission of bacteria.</p> <p>Colin commented whether the music and the phone message on the phone system can be changed. Lisa responded that once the new system is in place, we can have a look at this. She informed the group that The Potteries telephone system allows for patients to get a call back rather than waiting in the queue. There are benefits to waiting in the queue as it's more likely that they will get the appointment before the call back patient.</p> <p>Over the last couple of weeks, other local surgeries have introduced a new online triage system for appointments and you can't get an appointment over the telephone.</p> <p>Chris commented that we need to focus on the negative issues from the FFT. Lisa responded that the telephone system is key and we can focus on that area. Beti commented that the negative comments are silly niggles such as blood taking.</p> <p>Debs commented that the statistics look really good, however perhaps the data can be presented in a different way that is more dynamic.</p> <p>Lisa responded that we need you, the patient group to pick a specific area to ensure that there is no recourse on what we are sharing. Going forward, we will split the negative and positive comments.</p> <p>Regarding recruitment, we have another GP starting with us in February 2024 and ideally, we would like another GP to work on Thursdays and Fridays. We only 1 locum left working with us.</p> <p>Finally, the flu clinics have been really hard to push this year. This is due to patients getting their Covid vaccines at the pharmacies and being offered the flu. Alan commented that the flu clinics that were held at CL were very well organised and efficient.</p>		

6.	<p><b>Patient Voice</b></p> <p>The most recent meeting was due to take place on Tuesday 5<sup>th</sup> December, however it was cancelled.</p>		
7.	<p><b>AOB</b></p> <p>Vitamins, specifically vitamin D - SP See item 3.</p> <p>Gossip from local pharmacy – LT Lisa informed the group that recently a patient demanded a meeting with management regarding our local pharmacy. The patient had been to Western Elms Pharmacy and they had been advised that the prescription had been sent to the wrong place and that we were in business with Oxford Road Pharmacy This information is incorrect and we have tried to meet with Western Elms Pharmacy several times including 4 meetings and 10 phone calls that have been prearranged to understand why they have been spreading rumours and for them to retract the message that they have been giving to our patients. We can't be seen to give preferential treatment to any pharmacy and we are not in business with any specific pharmacy. It is the patient's choice which pharmacy they want to use.</p> <p>AP closed the meeting by thanking everyone for attending and wished everyone a very Happy Christmas and a Happy New Year!</p>		
8.	<p>Date of next meetings:</p> <p><b>Wednesday 7<sup>th</sup> February @ CL @ 1.00pm</b>  <b>Wednesday 10<sup>th</sup> April @ WES @ 6.30pm</b>  <b>Wednesday 5<sup>th</sup> June @ CL @ 1.00pm</b>  <b>Wednesday 7<sup>th</sup> August @ WES @ 6.30pm</b>  <b>AGM - Wednesday 9<sup>th</sup> October @ CL @ 6.30pm</b>  <b>Wednesday 4<sup>th</sup> December @ WES @ 1.00pm</b></p>		