

# Three Villages PPG Minutes of meeting 17th November 2021

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1. **Present:** Adrian Head (AH) Chair; Sue Helm (SH) Secretary; Liz Davenport (LD); Debbie Whittaker (DW); Colin Burch (CB); Linda Sabin (LS); Revd Tom Chapman (TC); Carol Longmore (CL); Roger Noons (RN); Tyler Studley (TS) Asst Practice Manager; Jayne Emery (JE) Practice Manager; Jon Garrett (Operations Manager ICT) Practice (part)
2. **Apologies:** Marion Griffiths; Irene Arrowsmith; Alan Watkins; Sandra Hall; Claire Beckert (new member)

### 3. Minutes of last meeting 29<sup>th</sup> Sep 2021

Agreed that these were an accurate record

### 4. Matters arising from minutes

**3) Telephone system** – JE reported that this was discussed by staff and partners and there is no possibility of installing an answerphone.

Recruitment is ongoing for a full time receptionist, which should help to support increased demand.

**7e) Percentage of face to face appointments** – this is hard to quantify as patients are triaged on clinical need. Telephone appointments may be changed to face to face depending on clinical need. NHS is measuring all GP appointments.

**7f) Ear syringing machine** – practice have priced machine at £160. JE reported that this service is now being offered at the practice.

There is however strict criteria:

Patient must attend for an ear check first

Patient will need to apply olive oil to their ear/ears for at least 3 weeks after their first appointment

Patient returns to the practice – HCA/nurse will not syringe if any of the ear drum is visible after applying oil.

### 5. Practice update

#### Recruitment:

F/T receptionist post advertised, start date identified for Jan 2022

P/T receptionist started 1 Nov 2021

Medical Secretary starts 22<sup>nd</sup> Nov 2021

Long Term Conditions Co-ordinator due to start 22<sup>nd</sup> Nov 2021. Will arrange annual reviews, recalls, blood test forms etc

Kickstart employees – still in recruitment stage as job centres have limited capacity to support with recruit to these roles.

**Patient requests** – Over a 2 week period there were 2,498 requests via Footfall, some about vaccines/flu jabs. 1,569 were for clinical appointments, 929 were for administration services such as fit notes and 68 of them were from members of the community wanting to join the practice list.

There are approximately 400+ telephone calls per day as well as Footfall requests.

**Performance data from Black Country & West Birmingham CCG** – Over 4 weeks during Sep – Oct 2021 there were 405,000 face to face appointments carried out, 8,634 home visits and 256,000 telephone calls in the CCG region.

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At the practice there were 2,539 face to face appointments, 56 home visits, 2,074 telephone calls during the same period.

Footfall requests are assessed on clinical need.

**Blood tests** – practice can offer blood tests for patients as well as those offered by Corbett Hospital. The national shortage of blood vials has now been rectified.

**Flu clinics:** running since end Sep 2021. Good feedback from patients that have attended these re organisation and friendliness of staff.

Practice running COVID clinics and offering eligible patients flu vaccine on Saturdays 8am – 1pm. Long Term Condition reviews and Covid booster slots also being offered to patients mid-week.

**Award nomination:** The practice has been recognised nationally for a General Practice Award for the reception team. It is 1 of 5 put forward, results announced 10<sup>th</sup> Dec 2021.

## 6. Questions to practice re the government allocation of £250m to NHS trusts

### Funding:

- There is currently no detail on how the money will be spent and no detail on the amount that will be available per practice.
- The Primary Care Network (PCN) would make the decision on spending. Each PCN may allocate the money differently.
- **BMA ballot** on industrial action re funding is in progress. Decision yet to be taken.
- **Feedback from patients** is still being gathered by text. Friends and Family feedback was paused due to Covid but is due to be restarted at the end of 2021.
- **Community Pharmacy consultation scheme** – each pharmacy will take the decision whether to sign up to scheme. New referral system may be set up in future.
- **Footfall improvements/changes** – as this is a national standard template changes cannot be made by individual practices. Some practices use 50% of the system. The CCG commissions the system.  
Would be useful for patients to provide feedback on what works and what doesn't. JE to arrange a future session for PPG members to show them all how it works as not all are familiar with using it. **Action: JE to arrange date for 2022**

## 7. GP Survey results for practice

Results discussed with staff, GPs, registrars, admin/support staff. Results were good on the whole considering the difficulties of the past 18 months. Of 290 forms sent out 134 responded which was a return rate of 46%. **Action: JE to send results to SH for distribution**

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### 8. Promotional ideas

PPG members to suggest ideas on how we can raise the PPG profile and also how we can work with the practice on promotions.

Web pages for PPG on practice website has very basic information which needs updating and minutes of meetings are not always up to date. **Action: JE/SH**

### 9. Any Other Business

- a) Promotion of positive news such as awards nomination is something that should be shared, Stourbridge News suggested
- b) SH sent out a number of documents for PPG members – Shared Data Records; Community Diagnostic Centre Hubs; Black Country & Birmingham CCG Get Involved membership scheme 2021.
- c) Patients Association event on Zoom “Shared Decision Making: a reality for everyone?” November 24<sup>th</sup> 2021, 1- 3pm. Details sent to PPG members.
- d) Suggestion to change time of future meetings from 6.15 to 5.00pm. All in agreement.
- e) Next meeting will be preceded by AGM and election of officers. Anyone wishing to stand as Chair, Vice Chair, Secretary, Treasurer to send their expressions of interest to SH.

**Date of next meeting: Wednesday 19<sup>th</sup> January 2022 at 5.00pm at Stourbridge Health & Social Care Centre.**