

## Three Villages PPG Committee Meeting minutes of 15th March 2023

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1. **Present:** Liz Davenport (LD); Chair; Sue Helm (SH) Minutes; Linda Sabin (LS); Colin Burch (CB); Roger Noons (RN); Carol Longmore (CL); Maria Lodge-Smith (ML); Hilary Taylor (HT); Alan Watkins (AW); Ola Idowu (OI); Steve Whittaker (SW); Tyler Studley (TS) Practice Manager; Mia Blakeway (MB) Asst Practice Manager; Dr Ruth Tapparo (Dr RT)
2. **Apologies:** Deb Whittaker; Marion Griffiths; Sandra Hall (S Hall) Receptionist
3. **Welcome** to all and new members – Steve Whittaker and Mia Blakeway.
4. **Minutes of Last Meeting** – 18<sup>th</sup> January 2023  
Agreed as true record
5. **Matters Arising** –  
Item 5: Car park – discarded masks still in evidence on car park. **Action:** TS has contacted owners of car park, awaiting reply but nil further the Practice can do other than raise with CHP.
6. **Practice Update** – TS  
**Statistics** over last 2 weeks  
Footfall – 1,306 requests for appointments online  
Telephone – 1,945 telephone requests

### ***Staffing/Recruitment***

New staff recruited as follows

1 GP Registrar Dr Puri + 2 others to start. 2 will be leaving.

1 receptionist 25 hours pw

1 secretary/receptionist full time

1 Health Care Assistant (HCA) full time

1 practice nurse 30 hours pw

1 GP assistant being recruited full time in next few months through the PCN.

Dr Kapoor leaving practice in April 2023

Advert placed for new GP but no applicants to date. Reflects national recruitment picture and recruitment has financial difficulties for practice.

Question asked on why turnover of nursing staff was so high – Practice response was the HCA has now moved to GP assistant role, the nurse recruited previously has returned to care sector. Nationwide problems in recruiting nurses.

### ***Projects***

(DNA) Did Not Attend project- being taken on by MB and practice will be producing promotional material for display in waiting room.

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**Digitisation** – records collected and should be done by end of April with end of July being end date.

Patient records - available to view from October 2022 but currently no retrospective access as these need to be checked for safeguarding issues.

**Patient Education sessions** - to be started lunchtimes/evenings bi monthly – to include diabetes, menopause etc. These are awareness prevention sessions, to be advertised on prescriptions, posters, Facebook, and text messages.

Prostate Cancer Awareness month in March – sessions include PSA blood test, health check starting 25<sup>th</sup> March 2023. This is a pilot clinic at present.

Questionnaire to be sent to selected patients and based on answers they will be invited to a session.

Other campaigns to be offered to women for smear tests etc. if the pilot clinic goes well.

### 7. Complaints

In last quarter there were 16 official written complaints

Of these 4 were administrative, 9 clinical and 3 both

5 complaints were upheld and 4 were not – analysed by practice.

Many complaints relate to time issues such as delays in diagnosis and processes.

Committee praised the practice on the excellent work of the reception staff on duty.

### 8. Prescription Ordering

Patients received text messages informing them of the end of the Prescription Ordering Direct (POD) service and were concerned at how patients without IT skills and services would be able to order repeat prescriptions.

Dudley Integrated Health Care Trust (DIHCT) decommissioned the service from 28<sup>th</sup> April 2023 as it is no longer financially viable.

Only 17 of 43 practices used POD so all practices must now sort out their own requests with no added support.

Patients will revert to posting requests to practice or in person in the post box in waiting room and others with IT skills/services will be encouraged to use Patient Access and NHS apps.

All pharmacists have been contacted by CCG to see if they would be prepared to issue to patients but it is currently not in their contracts.

### 9. GP Appointments

New GP Contract being offered by Government and details had been circulated prior to meeting.

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Patients should be given the option of a face to face appointment dependent on need. This will not affect Three Villages practice as they currently run a triage appointment service always headed by a GP.

Practice also receive a number of inappropriate requests which all have to be followed up and take up valuable time.

### 10. COVID Boosters

Announcement by Government that spring boosters will commence in March 2023. PCN have asked practice to sign up and should know shortly whether they will be offering this service to patients.

Practice prefer in house vaccinations to pharmacy as it's easier to keep track.

### 11. Any Other Business

a) **Financial support** from PPG – Partners grateful for the offer of support but will purchase equipment from their own budgets as it is their responsibility. PPG funds should be invested back to patients and could include donations to local schools such as the Period Poverty campaign.

b) **Access to all patient records** – appointments can be checked in DGH Trust only at present. The Integrated Care system project is still in progress.

c) **Social Prescribing Day** was on 9<sup>th</sup> March 2023. AW attended and commented on the lack of publicity material in reception for the service. All clinicians offer social prescribing to patients where appropriate. Members of the Social Prescribing team have asked to attend a future PPG meeting.

d) **Corbett Meadow Action Group (CMAG)** – Dr Tapparo had circulated an email re the Corbett Meadow and the future use of the space for the community. Proposed that PPG may be able to assist with volunteer support for the group who have an allotment near to the meadow and Eddy Morton from CMAG is currently co-ordinating volunteers to help with this. Aim is to grow local produce which could support the local community including schools and the hospital and also to help conserve the wildlife corridor.

**Action** – any volunteers interested to contact SH who will provide details.

**Date of Next Meeting – Wednesday 17<sup>th</sup> May 2023 6.15pm**