

George Clare Surgery Patient Participation Group Meeting

Thursday 7th December 2023

Agenda:

Recruitment Update
Primary Care Network Dementia Project
Covid vaccination figures
Building reconfiguration update
DNA Figures
Winter project
Christmas Opening Hours/Appointments
AccuRx
Reception Triage
Patient Survey
New Chair
AOB

Present from George Clare Surgery: Melissa Morley Practice Manager, Dr Angela Stevens-King GP Partner & Mary Hutson Social Prescriber

Present from the Patient Participation Group: Ron Hodson, Liz Lampitt, Charles Radburn & Lucy Morley

Apologies: Richard Angood

Minutes:

1. Recruitment Update
 - i. Reception vacancy currently being filled internally by members of the team following unsuccessful recruitment attempts.
 - ii. Both secretary vacancies have now been filled, one started the beginning of December and another due to start beginning of January.
 - iii. Dr Stephanie Shields is increasing by a further day from January 2024 so all days/sessions lost with Dr Tong's departure have now been filled by our current GPs.
2. Primary Care Network Dementia Project
 - i. Melissa Morley and Leia Watson Care Co-ordinator are currently attending various meetings regarding increasing support in the local community with potentially a view to patients annual reviews also being carried out in the community rather than by the GPs and local cafes to allow patients and carers to meet and socialise.
3. Covid vaccination figures
 - i. The practice has administered 2645 flu and 2364 covid vaccinations. We will be stopping vaccinating for covid the beginning of next week. Flu uptake for patients aged 65+ was considerably higher this year to previous years and we have had to order additional vaccine supply on two occasions.
4. Building reconfiguration update
 - i. Due to the location of the PC data cabling points, we have had to adjust the room layouts slightly and are currently awaiting window frosting, along with curtain rails and printer installations, following this the rooms will be ready to use.
5. DNA Figures

- i. We are experiencing a considerable increase again in patients not attending for appointments; 293 last month. All patients receive reminder messages and we would encourage patients if they prebook an appointment and then ring on the day for a sooner appointment to ensure they advise they no longer need this and cancel, in addition our team are also asking patients this question when booking appointments.
- 6. Winter project
 - i. Additional funding to help with winter pressure/demand has been allocated to the practices until the end of March. We have allocated this funding for additional support a minimum of 1 day per week from our regular locum GPs and have successfully booked all sessions.
- 7. Christmas Opening Hours/Appointments
 - i. The majority of our appointments will release on the day pre and post bank holidays to allow for the increased demand. We will of course continue to also offer a limited number of prebookable appointments.
- 8. AccuRx
 - i. We plan to slowly reopen online medical requests in a controlled manner with a limited number of requests available to be received during specific times each day. These will initially be triaged by our Care Navigation Team and then supported by the Emergency Clinician where needed.
- 9. Reception Triage
 - i. We plan in January to start carrying out a triage questionnaire, as we have previously with patients requesting appointments, in order to help triage them to the right person and also for continuity of care. The additional information is extremely important however we appreciate it may take the Receptionist slightly longer per phone call and impact the wait time to get through on the telephones. In addition the Pharmacy joined onto George Clare Surgery are keen for the practice to be formally referring patients to the Pharmacist for minor ailments.
- 10. Patient Survey
 - i. We need to complete a patient survey in the New Year and plan to start looking at options to ensure we capture all patient population groups.
- 11. New Chair
 - i. Following Julie' departure/relocation, we are now looking for a new Chair of the PPG. Ron Hodson gave the group in attendance information regarding what the role would involve from his past experience as Chair.
 - a. Managing the patient facebook page
 - b. Liaising with Melissa from a patient perspective regarding issues
 - c. Putting together an agenda for the meeting and raising any issues that have been brought to the Chair
 - d. Attending PPG national meetings, usually online
 - e. Support with Practice Patient surveys where needed
 - f. There is a PCN integrated board meeting for Fenland and South Fenland however invites are often late or admission to the meeting is not granted. The meeting reports on things that are being done and requests volunteers however experience to date is there is no way to volunteer.
- 12. AOB
 - i. Dr Angela Stevens-King explained to the group the typical day to day workload of a General Practitioner.

- ii. Dr Angela Stevens-King has been attending various meetings as joint Clinical Director for South Fenland Primary Care Network which we are part of with Fenland Group Practice and advised it is currently being explored and discussed for 111 to handle all of the practice incoming phone calls then send those appropriate for General Practice through however it is felt there is potential to miss/safety concerns with total triage and more information is awaited.
- iii. A member of the group asked for the number of GPs currently working at the practice and Melissa Morley confirmed 9 GPs, 3 Nurse Practitioners and 3 trainee GPs.
- iv. Strength and Balance Groups – a member of the group raised that promotion had been slow and Active Fenland are hoping to be offering more in Chatteris however venue locations are a problem.

Date of next meeting to be confirmed.