**Grove Medical Practice**

**Patient Participation Group Meeting** (by Zoom)

**27th April 2022**

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| **Attendees**  **Grove Medical Practice Staff**: Simon Stitson (SS), Dr Jo Pritchard (Dr JP) |
| **PGG members**: Chair - Maggie Nicol (MN), Ann Asquith (AA), Paul Calvert (PC), Helen Clark (HC), Helen Dye (HD), Margi Fosh (MF), John George (JG), Keith Grimwade (KG), Nick Irish (NI), Peter Keen (PK), Penny Leigh-Brown (PL-B), Vi Parkinson (VP), Margaret Redgrave (MR), Allen Schofield (AS), Julie Sussex (JS), Derrick Spencer-Briggs (DSB) Mike Walker (MW), Wendy Wilson (WW), Tina Yates (TY). |
| **1. Apologies:** Peter Brewer, Lesley Caddoo, Karen Clapp, Lisa Dorward, Susan Hemmah-Barham, Roger Mitchell, Geoff Mullis, Emma Pratt. |
| **2. Minutes & matters arising**  There were 2 matters arising from the minutes of the meeting on 19.1.22:  **Practice Manager Report - bullet point 2.** The Help Desk telephone number is no longer active and has been replaced with an online portal [www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk) . See also 3c below.  **AOB - Volunteering**. Only 3 members of the PPG put themselves forward as volunteers. MN did do a morning in the lobby helping patients to use the screen check in process. SS confirmed that this was very helpful and significantly reduced the traffic to the reception desk. **If you would like to volunteer** to help in this way, please let MN know. |
| **3. Practice Business Manager report (SS)** SS presented a comprehensive update of Grove Medical Practice. The full presentation is attached but in summary:   1. **KLINIK** is planned to work alongside the telephone system. **It will never replace the telephone system** but evidence elsewhere in the UK suggests that it can reduce telephone calls by 30%. No launch date yet. PK was concerned that the company was small, currently loss making and utilises artificial intelligence. SS commented that all systems like 111 use AI. HD was concerned about the danger of digital exclusion. She also wanted the PPG to be more involved with development of services. SS stressed that **KLINIK will not replace telephone system**. The PPG group will be invited to test the system when the time comes. JG asked about the cost of KLINIK and who would deal with the incoming information. SS stated that funding is from NHS Digital and not from current services. The service will only be available during working hours and so there will not be a huge backlog to deal with on Monday mornings. It is hoped that KLINIK will also help with continuity and patients ‘seeing’ the same clinician. 2. **Sustained demand** means that the peak over the Easter period was close to that seen in winter. Staff sickness (12%), the recent spread of Covid in the area, and sustained demand with more complex cases are responsible for long delays on the telephone. HC asked how many staff were available to deal with the peak 431 appointments. SS usually 8 or 9 staff, each dealing with approximately 40 appointments a day. SS said that on a Monday morning it is common for 20 – 30 calls in the first 10 minutes. Online appointments are released at midnight each day and are quickly snapped up.  PL-B reported that the telephone call back system did not work for her and neither did booking online. SS reported that there are some glitches with the system, but most patients receive a call back. You do need to follow the procedure and confirm your number in order to request call back. If booking online through the NHS app you should receive a confirmation. It is a good idea to log back in and check that your appointment appears in your list.  JG reported that the call back system worked well for him but asked how many online appointments were released each day. SS said that not all appointments show as available to you. PK asked for statistics regarding the wait time for routine appointments and the ratio of face-to-face to telephone/video appts. Dr JP commented that F2F appointments take longer. Currently approximately 15-20% of appointments are F2F. 3. **New Online Portal** has replacedthe Help Desk for patients awaiting hospital appointments [www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk) . There is information about this on the Grove website. 4. **New staff**: Dr John Caswell, previously a partner at The Old Exchange, has returned to practice. Several staff including 2 Health and Wellbeing Coaches and a Social Prescriber Link Worker have been appointed. HC asked what a Social Prescriber does. SS said that they support patients who have social problems (e.g. isolation, housing issues etc) that impact their health. SS also said that the website would be updated to include the new staff and explain all the roles. They are currently recruiting for 1 new Practice Nurse and 2 for the Reception Team. Recruitment is getting more difficult since the pandemic. 5. **Covid Vaccination:** Grove is continuing to support the Covid19 booster programme. This is provided by additional staff or by GPs working at the weekends. All eligible patients will receive a letter from the NHS inviting them to book using 119. |
| **4. Healthwatch (JG)** JG stated that Healthwatch meetings are bi-monthly and do not coincide with PPG meetings any information he provides is almost always out of date. It is better for PPG members to check the Healthwatch website <https://www.healthwatchcambridgeshire.co.uk/>. He will send MN any info for circulation to the group, but we will remove the Healthwatch Update from the agenda. JG reminded the group that anyone can attend Healthwatch meetings, which are also currently on Zoom. The update for this month is available at <https://mailchi.mp/healthwatchcambspboro.co.uk/events-opportunities-april22-comb?e=34ec14a8d0> |
| **5. Telephone waiting times, getting an appointment and Online Bookings** were addressed in 3b above. |
| **6. Requesting more than one month supply of medicines or before due date.** WW reported problems getting additional supplies of her medication when going away and there seemed to be a disconnect between whoever reads the prescription and dispenses them. SS said this should not be a problem and he would raise it with Pharmacy staff.  PC raised the issue of **medications not being due for reorder at the same time as others**, which necessitated two prescriptions. SS stated that is should be possible to order them together if there is a small discrepancy in dates, to get them back into sync. MN commented that the NHS app does not allow medicines to be ordered earlier than the due date but that requesting it in the message box worked. |
| **7. CPFT (KG)**  KG circulated his report in advance. He drew attention to the **elections for Governor**. Anyone interested please contact MN who will forward it to KG. He was pleased to report a new accreditation scheme for the way in which the CPFT engages with carers. It will be based in St Ives. |
| **8. AOB**  Karen Clapp was concerned that she had discovered 2 appointments for her mother by accident when contacting the surgery for something else. Had she not discovered them the appointments would have been wasted. SS said it must have been due to a glitch in the system. MN asked if there are still wasted appointments due to patients not attending. SS replied that they do but most were due to the person being in hospital or otherwise unable to attend.  HD wondered whether the PPG should meet more regularly to enable it to be more proactive. This will be put on the agenda for the meeting in July.  TY asked if it was possible for patients to correct any errors in their own records. She is recorded as not attending for a flu vaccine; she did attend but the computer system was not working. SS said they had made the decision to go ahead and vaccinated 1700 people that day but they are unable to change the records without doing each one manually.  PL-B referred to the BMA *Rebuild General Practice* campaign and suggested the PPG work with the Primary Care Networks. Dr JP said there are 4 practices in the PCN, including Grove, and all have at least the same problems as Grove. There is a lot of burn out and it is more difficult to recruit staff since Covid.  HD reported the appointment of Jane Jenner, Project Co-ordinator of *St Ives Cares.* This will be looking at lessons learnt from the Neighbourhood Cares pilot and the work of the COVID Community Hub to develop a neighbourhood-based support scheme. They are looking at what would make St Ives ‘age friendly’ and a great place to live when getting older. For more information see page 14 of the April edition of The Bridge or contact Jane Jenner on 07395 629053 or [stivescares@stivestowncouncil.gov.uk](mailto:stivescares@stivestowncouncil.gov.uk) |
| **10. Date of next meeting: Wednesday 20th July 2022 at 7pm**  **This will be in person** **at Grove Medical Practice** as long as Covid 19 does not make this impossible. MF said that this would mean the clinicians would have a very long day at the surgery. Dr JP said that she preferred in person meetings. The group agreed to do this in July (Covid permitting) and then reassess. |
| **Future meetings:** Wednesday 19th October 2022 |