

## **Waterfront Patients Participation Group Meeting**

**Thursday 15th June, 2023: 11.00 am – 12.15 pm**

### **Attendees:**

- Louise Bunce, Practice Manager
- Chris Beddall
- Clive Spicer
- Chris Swaithes
- Jane Spicer
- Sylvia Swaithes

### **Apologies**

- Joan Allen, Treasurer

### **Matters Arising**

#### **Did Not Attend (DNA) Review**

Louise provided the latest DNA figures:

March:	188
April:	152
May:	204

Louise said that it was difficult to determine the rationale or trend behind the figures as there was no consistency to who the missing appointments were with. Dr Sharma had 4 DNAs in one day which was very disappointing, particularly as patients had trouble in getting appointments with GPs. The PPG discussed the frustration of the problem over the years of patients not notifying the surgery if they were not attending so that others could be offered their appointments. It was a national problem as much as a local one. Louise will re-run the information from the 'Friends and Family' survey and will put the results in Reception.

### **Waterfront Website**

Louise confirmed that the previously outlined changes to the Practice website remain 'ongoing'. At a meeting on Wednesday 14<sup>th</sup> June between Practice Managers and IT, it was confirmed that a temporary website has been completed and will be trialed at Feldon Lane Surgery from next week onwards. If the live 'trial' is successful, then the website will be 'rolled out' to other practices including the Waterfront Surgery.

### **Prescription Ordering Direct Service (POD) now Medicines Optimisation Support Hub (MOSH)**

The Prescription Ordering Direct Service (POD) ended on 28<sup>th</sup> April, 2023 and has now been replaced by the Medicines Optimisation Support Hub (MOSH). Louise reviewed the meeting which introduced the new service: the remaining 50% of POD staff are now working in this unit with a remit to support practices in completing audits for regulatory bodies. MOSH is also looking at the medication brands in use and possibly removing unnecessary medication. Louise commented that she felt that Practices need details of the exact work that they are undertaking to reduce possible duplication of effort.

Paris has produced a graph on the number of calls received by the Waterfront; April's details were not available from the system, so comparison was made between March when the POD was still operating and May. Briefly, 262 additional calls were made in the month following the closure of the POD and most patients seeking prescriptions had sensibly been phoning after 10.00 am. Louise said that there was encouragement for patients to go online to order medication but that the Waterfront was trying to support and help those who were not able to do so. The practice will continue to monitor calls to assess any impact.

## **PPG Patient Survey 2023**

The 2023 NHS GP National Survey results are presently being analysed and the form remains inaccessible to non-survey participants so no comparison can be made for the 2023 PPG Patient Survey which will ideally 'mirror' the NHS survey. The 2023 results will be published on 13<sup>th</sup> July 2023 at 9.30 am. Louise suggested that it might be possible to create an electronic version of the PPG Patient Survey form and send it to patients after they have attended the surgery; it would supplement the face-to-face survey which would still continue with PPG members in Reception to support patients who might need assistance. It was agreed that Louise would meet with Clive and Jane to create an online form which would then be shared with the PPG members for their feedback at the next meeting in July.

## **Spring 2023 Covid Booster**

Louise told the PPG that the Practice did not receive any vaccine to deliver the Spring 2023 Booster programme. The practice notified patients who had not had the booster to advise them to use other local vaccination sites before the programme closed at the end of June. The Practice intends to undertake the Autumn Booster programme in September and October that will be linked to the flu jab again. A COVID vaccine fridge has been delivered but was not operating within the temperature range at present.

## **Treasurer's Report**

There was no Treasurer's report as Joan is on holiday.

## **Staffing Updates**

Louise informed the meeting that:

- Dr Austen is still working at the Waterfront,
- Narinder the Advanced Nurse Practitioner (ANP) will be leaving in September and the practice is looking to find a replacement,
- A new member of staff, Rosanna, started this week as a GP Assistant,

Chris S asked about the progress of staff photos on the website. Louise said she has updated the site, removing out of date profiles and will encourage staff to participate since she was aware that patients do appreciate being able to recognise who they are speaking to or being treated by.

## **Any Other Business**

### **NHS Improvement of Access for Patients.**

The UK is moving from analogue to digital landlines – an 'upgrade' expected to be completed by 2025. Louise has contacted the current Practice telephone system provider who confirmed that the system requires replacement equipment and have produced a quote which has been forwarded to the Integrated Care Board and she is waiting for agreement that they will fund the transition.

Louise informed the meeting that:

1. The Practice is on a waiting list for the new digital screen mentioned at previous PPG Meetings.
2. NHS England are encouraging GP Practices to look after the health and welfare of their staff. In response the Waterfront now has a board in the staff room which has information for staff on issues such as reducing stress. Dr Ratra is the Health and Wellbeing Coach for the practice. Initiatives being run include:

- a. Treat Day each month on Pay Day,
- b. Step monitoring with monthly winner,
- c. Recipe of the week/month,
- d. Dr Chung has agreed that the practice will fund a Music License so that the radio can be played in Reception – the radio station has yet to be agreed,

Chris S suggested exploring discounted gym membership. Louise expressed concern as she is uncertain how to monitor the impact and effectiveness of the various initiatives.

3. There are posters in Reception advertising the 'Walk with" a GP' and the remaining ones scheduled to date are:
  - 21<sup>st</sup> June 2023 – Bonded Warehouse
  - 19<sup>th</sup> July 2023 – Dr Robinson at the Bonded Warehouse.

Practices have been asked to send staff on the walks.

### **Next Meeting**

The next meeting is scheduled for 11 a.m. on Wednesday 26th July, 2023 at the Waterfront.