

Waterfront Patients Participation Group Meeting

Wednesday 22nd March, 2023: 11.00 am – 12.15 pm

Attendees:

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

Matters Arising

Did Not Attend (DNA) Review

Louise was pleased to inform the meeting that DNA numbers at the Waterfront are continuing to reduce:

- 297 - November
- 294 - December
- 164 - January
- 147 – February
- 134 – March as at 22nd March, 2023.

The Practice's "switching on" of appointment reminders sent to patients would seem to be working and will be continued. Louise confirmed that the Practice has now activated the Family and Friends Survey which is sent to patients after an appointment.

Waterfront Website

Louise confirmed that the proposed changes to the Practice website outlined at the last PPG meeting are ongoing.

Prescription Ordering Direct Service (POD)

Louise detailed the response and action being taken in response to the POD ceasing operations from the 28th April, 2023. To date there had been:

- An increase in patients requesting on-line access,
- An increase in the number of requests in the repeat prescription box on reception,
- No increase in calls as yet, but the POD is still operational,
- Pharmacies have been inundated with requests for prescription ordering.

Louise said that on 3rd April 2023 a general text will be sent to all patients reminding them of the POD's closure and she hoped this will 'catch' any individuals who are not yet aware of the change in systems. She also considered that the PPG Newsletter being published this week will help inform and guide patients. The Waterfront tries to be as accessible to patients in the widest number of ways.

Joan commented that prescriptions posted in the box in reception can sometimes take longer than a week and it is sensible to check with the pharmacy as to when it is being processed and medication available. Clive noted that *Dudley Integrated Health and Care* (DIHC) as of this morning were still not being honest or helpful on the website by posting that the service was 'changing' when its closing and that 'You will be required to use the NHS App to re-order' when there are a range of other options more appropriate to patients.

PPG Patient Survey 2023

The 2023 NHS GP National Survey is still ongoing; the form remains inaccessible to non-survey participants so no comparison can be made for the 2023 PPG Patient Survey which ideally would 'mirror' the NHS survey. It was agreed that this will continue to be monitored and revisited at the next meeting.

PPG Waterfront March 2023 Newsletter

Clive has finalised the March 2023 PPG Newsletter and will be sending it for printing today. A digital PDF copy will be emailed to Louise to load onto the Waterfront Surgery Website.

Spring 2023 Covid Booster

Louise told the PPG that the next campaign will be a Spring Covid Booster for the over 75s, housebound and care home residents. As yet there are no firm details but the partners have agreed that they will probably hold clinics at weekends to avoid disrupting weekday surgeries.

Treasurer's Report

Joan confirmed that the PPG account remains in credit. Clive will send her the invoice for the March 2023 PPG Newsletter so that she can raise a cheque for the printing costs.

Staffing Updates

Louise informed the meeting that an advertisement for Dr Austen's replacement has been placed on *NHS Jobs* – to date no applications have been received – this was not too surprising given that there is a significant shortage of GPs in England. She confirmed that if necessary, locums will be recruited but emphasised how expensive this option would be. Jane raised the issue about the lack of continuity of care that locums provide: no matter how good the locum was any follow up of patient's treatment plans, tests, medication would still have to be 'picked up' by the practice GPs.

Leanne has taken over the role of Practice Secretary, she is in the surgery from Wednesday to Friday and learning the role "on the job". Clive commented that she had contacted him last Friday afternoon and he had been very impressed with her manner and approach, as well as the way she dealt with his queries.

A new receptionist, Sarah, is currently being trained. Another member of staff, Sharon, is also being trained in the secretarial role.

Louise showed the new name badges which are now in use by Waterfront colleagues.

Any Other Business

There was a lengthy discussion about the role of PPGs across the Primary Care Network (PCN) and the viability of a PCN PPG. The Care Quality Commission (CQC) which regulates all health and social care services in England, does recommend that Practices have an active PPG which the Waterfront PPG has been even during the upheaval of the past three years.

Louise informed the meeting that the Practice is still waiting for the arrival of the new digital screen.

Dudley Integrated Health and Care (DIHC) is coming to assess if the Waterfront is adhering to the GP Contract. The assessment will be undertaken by two Inspectors and will be a four-hour visit, looking at H.R. Policies and other Policies and Procedures and talk to staff. The outcome will be a potential grade: the assessment is scheduled for the end of June 2023. In addition to the GP Contract check there will be an Infection Control Audit to assess the infection control protocols in place at the Waterfront.

Louise told the meeting that the Practice had received an expression of interest in joining the PPG and handed the details over to Clive who will contact the individual. There were no other items of business from the PPG.

Next Meeting

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