| **Notes of the Patient Participation Group (PPG) Meeting held 17th February 2022** |
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| **Attendees:**Ian Cary (IC), Alex Dewdney (AD), Elisabeth Thomas (ET), Fiona Cock (FC), Joyce Lee (JL), Chris Goninan (CG), Katharine Cox (KC), Marna Blundy (MB), Shannon O’Connell (SO) |
| **Summary of decisions made:** |
| * Atlantic Medical Group (AMG) will always enable an urgent appointment the same day a patient phone’s
* If a patient phones and is told you will get a call back that day, the patient can say when a convenient time is for that call, and when it is not convenient
* Annual checks, medication reviews etc are resuming from 1st April.  The aim will be for annual reviews to be in the month of the patient’s birthday, so they will be easy to remember.  If you don’t get a call about this, then ring the surgery
* If a patient suffers a minor injury which needs to be looked at by a nurse/doctor, don’t forget that Cape Cornwall Surgery does have some capacity to see minor injuries, please contact the AMG by phone to discuss this, but bear in mind there is no x-ray / imaging, and it is not an emergency service.
* There is a growing staff team – as well as eight GPs and four Registrars across the two sites, it now includes a Paramedic, a Physiotherapist, a Social Prescriber, a Pharmacist, and a Community Consultant Geriatrician, along with Nurses, Advanced Nurse Practitioners and Health Care Assistants
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| **Actions:** |
| * Request Annika Wilby, Social Prescriber to attend and introduce her role and what she can do to benefit the practice and to work with PPG at next meeting.
* Encourage more Penzance patients to attend PPG meeting.
* PPG Newsletter to include who the PPG is and what they represent.
* Discuss with AMG Partners to not allow patients to book at reception desk until phonelines open
* Partners to discuss the idea of having named clinician to manage palliative care patients.
* Alert on notes, to make Receptionist aware that Palliative Care patients are a priority, explore this further to improve a system that works for the patients.
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| **Key points of discussion** |
| 1. **Annual Checks and reviews**

Understanding that due to COVID this was put on hold to a certain extent, only carried out the urgent QOF requirements. From April this should pick up again, EMIS system had an impact on our QOF work. This is a massive piece of work which is in the process to resolve and build a better system to call patients in for example having review by date of birth. Patients will need to actively be engaged with their patient care but will also be recalled by the GP surgery. If a review date has expired patient’s need to contact GP if they have any concerns. Need to remember system has been on pause and been carried out remotely.  1. **How many faces to face appointments from 27 phone slots per day (continued concerns from patients about not being able to see someone face to face)**

The system came in place for patient safety due COVID. However, previously to COVID other surgeries have been working in the same way we are currently working in now showing success for patients being directed to the correct pathway and better patient care. We will continue as a practice to have a mix of telephone consultations and face to face appointments. A clinician will bring in a patient if feels they need a full examination, or if the concern is not able to be dealt with over the phone. Mrs Lee commented that patients can be waiting all day for a phone call even when calling in the morning, Dr Alex Dewdney explained how this is due to phoning patient due to clinical need. Mrs Blundy concern that when a patient phones and no appointments are available after trying for 3 days, how is this recorded? suggested for the practice to look at data to compare how many patients we see and how many patients we turn away with the total number of calls we receive in a day.Mr Goninan raised concern that patients can book appointments before phonelines open due to AMG reception doors opening at 8am. Dr Dewdney suggested to discuss with Partners to not allow patients to book until phonelines open. A system is in place to not pre book more than 3 slots a day, this needs to be policed more. Mr Cary informed PPG that Atlantic Medical Group receive an average 300 phone calls a day. Dr Alex Dewdney informed that there is 50% more demand to see a GP prior to COVID which means we are dealing with greater numbers; over time this should hopefully reduce. Mrs Blundy commented that the patients that get asked if they are needing to see a doctor urgently or for an emergency find it difficult to determine if it is or not due to not wanting to cause the doctor any trouble but the reason for an appointment can develop into something over time. This can also count as urgent to themselves but not to a GP. 1. **Which GPs on which days, so patients can ring to speak to their preferred doctor/nurse practitioner, to enable continuity of care**

This is now posted on practice website and a copy has been posted on the wall in Cape Cornwall reception. Mrs Lee commented that patients are not wanting to repeat their story of a medical journey each time and would prefer to keep a continuity of care. GPs within the practice do try and have one doctor addressing a patient that is on End-of-Life care, where is possible. Dr Alex Dewdney is happy to take this back to the partners to improve management when addressing palliative care patients.Mrs Blundy suggested having an alert on notes, to make receptionist aware that patients under palliative care are a priority, AMG to explore this further as a practice to improve a system that works for the patients not having to repeat a hard situation. 1. **Confirmation that you can request a time for a phone call**

Patients can request for a phone call if there are specific times they can only answer for example if the patient is at work1. **How can as PPG members share key messages in the community**

The AMG patient newsletter can be used to share key messages with patients. SO happy to be contacted with any thoughts and ideas the PPG have which we can include in the AMG patient Newsletter every other month. 1. **AMG Patient Newsletter**

The AMG patient newsletter is produced every other month, it is posted on our website and printed copy made available at the reception desk at Cape Cornwall or it can be printed on request at St Clare. Members of PPG can email in suggestions on what they may wish to be included in the Newsletter to keep patients better informed. 1. **Continued requests for being able to speak to Reception at Cape Cornwall Surgery when phoning 788306**

Phone calls can be answered at either site. AMG staff usually have an average of 9 receptionist answering calls across its two sites. AMG were advised to by telephone providers only have a maximum of 22 in a queue. This arrangement cannot be changed. If a patient suffers a minor injury which needs to be looked at by a nurse/doctor, don’t forget that Cape Cornwall Surgery does have some capacity to see minor injuries, please contact the AMG by phone to discuss this, but bear in mind there is no x-ray / imaging, and it is not an emergency service. 1. **Staffing levels in each location (leavers and new staff recruiting)**

This information is included in our Newsletters. Two new Paramedics are being employed and starting in March 2022 to help address shortage of doctors, the Paramedics will help take on minor injuries, patient visits and the duty on call list. An experienced Pharmacist will be joining to help with medication reviews and dispensing management. Also, a Practice Nurse is joining to make more nurse appointments available. All available staff will be across both sites. The Practice merge helped accommodate a stable staff group, larger patient capacity allows a larger primary care team to work within the surgery to help provide better care. 1. **Purpose of PPG**

To improve communication through the community and to have a better understanding. Raise concerns on behalf of patients. Need to start doing more within the community to help benefit the patients and the practice. COVID restricted using the facilities to work with patients this should be able to start again from April. Need to encourage more Penzance patients to attend meetings. More publicity on who the PPG is and what they represent, this can be includes in our newsletter. 1. **Staff wellbeing**

Discussed about difficulties Receptionist have and the appreciation the PPG have for them. Checked in on staff wellbeing within the practice generally ok, at times can be a struggle with the pressures and abuse. 1. **Equality for all**

Mr Goninan found that the older generation and those on low income are finding it very difficult that everything Is now online, feel they are very vulnerable. People should be given a choice and have a fair chance. Massive issue that the government needs to address, Mr Goninan to raise further to hopefully get to the house of commons to start a debate and make a change with the support of the PPG.  |
| **Next Meeting:** Thursday 19th May 2022 at 05:30pm |