

Staffa Health Patient Participation Group (PPG)

Minutes of the Meeting held on 7th April 2022

Attendees
Mike Tye -Chair, Sharon Ingram, Ruth Cater, David Browning, Roz Rickord.
Distribution
All members + website + notice boards + virtual members

ITEM No	DETAILS	ACTION
AGENDA ITEMS		
1	<p><u>Welcome and apologies</u></p> <p>Mike welcomed everyone to the meeting which was once again being held virtually. Apologies had been received from Lisbeth Adsetts-Mosley, Patricia Morrow and Ruth Seccombe.</p>	
2	<p><u>Minutes of the last meeting</u></p> <p>The minutes were agreed as a true and accurate record. This was proposed by David Browning and seconded by Mike Tye.</p>	
3	<p><u>Matters arising</u></p> <p>All matters arising will be covered in Ruth Cater's update from the practice.</p>	
STAFFA HEALTH ISSUES		
5	<p><u>Staffa Health general update</u></p> <p>Day to day operation - Ruth explained that not much had changed since the last meeting. We continue to operate as we have been for the previous few months. Despite relaxed Covid measures nationally we are still operating a red site at Stonebroom, usually in an afternoon. Holmewood and Tibshelf are green sites.</p> <p>Since 1st April there have been no tests available to patients unless they are in a vulnerable category or an NHS worker. If any patients report any of the 9 agreed Covid symptoms, they will be seen at Stonebroom when it is a red site. There is a lot of demand now as Covid is very prevalent in the community. It has been a very challenging few weeks for all staff.</p> <p>We have had a difficult time managing staffing levels and have been a minimum of 2 GPs down at times plus absences of ACPs, nurses, admin and reception staff. Many patients have had appointments moved or cancelled due to staff illness.</p> <p>There was a discussion about putting out a Facebook post to raise awareness of this situation with the public. Sharon added that she has seen a lot of posts of this nature from other GP surgeries, it is a national problem.</p> <p>Ruth explained that we are also struggling to get locum cover. The 2 new staff we have joining next month will help the situation a little – these were mentioned at the last meeting. Sharon added that currently we are in trainee changeover weeks so we have lost</p>	

appointments that would be with the trainees leaving us and the ones joining us are in their induction period so wone be seeing patients until the end of next week.

The Easter holidays are approaching which has also had an impact on the number of appointment available. Traditionally the Tuesday after Easter is the busiest day of the year and we are prepared for this. Sessions are all dedicate to on the day appointments.

Covid Vaccinations – Ruth explained that the Covid vaccination centre at North Wingfield Resource Centre closed on 31st March and is no longer operational. Anyone wanting Covid vaccinations and boosters should call the national booking service on 119. Quite a few pharmacies are offering vaccinations including Clay Cross and New Whittington.

We will be providing vaccinations to housebound patients and care homes. The planning process for this is now underway. This needs to be completed by June but we are trying to do these ASAP as these patients are our most vulnerable. The logistical issues of this are being worked out.

Online requests – Ruth thanked the PPG members for their positive feedback about the online request system which has been well received and use has increased. We are starting to struggle from our side due to increased demand. It is good that patients find it easy to use but the volume of requests is starting to become unmanageable. We were receiving around 100 requests a day last summer/autumn, on Monday this week we had our busiest day yet with 291 requests. The pattern of demand is predictable by day e.g., Mondays are always busiest, but the actual numbers are unpredictable. They have crept up over the last 3 months and we are now looking into how we manage this going forward. We currently have extra receptionists dealing with requests and we will keep evolving and developing around demand.

Roz suggested extending the response period for non-urgent and admin queries to give staff more time to respond. Ruth said that unfortunately the system does not distinguish between types of request. David added that this would not change the volume of online requests that the practice is receiving and staff will still have the same number to respond to whether it is within 1 or 3 days. Ruth said that all staff are conscious of trying to clear the inbox on a daily basis and the concern would be that delaying this may lead to a backlog.

Despite the system telling people if their query is urgent to call 111 or in the case of an emergency 999, we are still getting some through that are of an urgent nature and need to be dealt with on that day, sometimes within a few hours. Because we are struggling for appointments clinicians are trying to deal with as many as they can on the day to avoid booking future slots up.

On top of all the online requests we still have telephone requests coming through. We have been looking at what is our best practice for managing the system to help all of our team members. The system is definitely here to stay, we just need to make it more manageable. Mike suggested that we emphasis on the online message that we are really busy. Ruth said she may be able to amend the response wording to explain this.

Staffing – There is nothing new to report since the last meeting. An additional receptionist has been recruited to help deal with online requests. We are still advertising for GPs, Advanced Clinical Practitioner's and a Practice Nurse and we will continue to do this.

Tibshelf extension – The district valuer should have come back to the CCG with his valuation by 31st March but this hasn't come through yet so there is nothing more to report. We do have some Section 106 monies which the CCG negotiated with local housing developers which are to be used for extending healthcare in the area. This money was going to go towards the extension but with the delays we are now going to spend it on changing 2 admin rooms at Tibshelf into consulting rooms. This money can only be spent on capital projects such as buildings that increase clinical provision, it cannot be spent on staffing.

	<p>Face to face meetings – We are still following guidelines for social distancing and mask wearing at all sites. All practice meetings are still happening virtually. We understand a lot of PPG members are unable to attend virtual meetings and Ruth said that we are happy to take the PPG meeting elsewhere so that we can meet in person. It was agreed that Sharon can look into booking the village hall at Tibshelf for the next meeting on June 9th and that this can be funded from the PPG account.</p> <p>Action: Sharon to book external location for face to face meeting in June.</p> <p>Local bus service – David said he had heard that a bus service from Chesterfield to Holmewood had been withdrawn. He asked if this had any impact on patients getting to and from the surgery, especially Pilsley residents. Ruth said she has not heard this or been advised of anything. The bus service number was not known. Ruth said she would look into this to see if she can find out any more details.</p> <p>Action: Ruth to look into the details of the cancelled bus service.</p> <p>Cancer support network meetings – Sharon said she was pleased to announce the restarting of the Cancer Support Network meetings that had begun in 2019. These had to be stopped due to the pandemic. Sharon has now booked 2 dates at Tibshelf Village Hall for 28th April and 16th June. We are advertising this at sites and on Facebook.</p> <p>B:friend – A leaflet was sent out with the PPG paperwork about the charity B:friend who are now operating locally. They are looking for volunteers who may be able to spare an hour or so each week to visit someone who may be feeling isolated or lonely.</p> <p>Staff wellbeing prize draw – Sharon explained that an Easter prize draw has been set up for staff with a wellbeing theme. The GP Partners have generously given us a budget of £500 to buy prizes which Sharon has sorted. Prizes include spa days, and overnight escape, afternoon tea's and a meerkat experience! All staff have been given 1 entry for free and they are able to buy extra entries for £2 each with all proceeds going to Ashgate Hospicecare. This has proved very popular and staff are digging deep in an attempt to win. We have already raised over £200.</p>	<p>SI</p> <p>RC</p>
PPG ISSUES		
	There were no issues to discuss.	
	<p><u>Any other business</u></p> <p>All previously mentioned.</p>	

DATE OF NEXT MEETING
9 th June 2022 – 2:30-4pm – Tibshelf Village Hall