

Staffa Health Patient Participation Group (PPG)

Minutes of the Meeting held on 3rd February 2022

ITEM No	DETAILS	ACTION
AGENDA ITEMS		
1	<p><u>Welcome and apologies</u></p> <p>Apologies had been received from Sharon Ingram and Patricia Morrow. We have a new PPG member Roz Rickord who is unable to join today's meeting but will be attending future meetings.</p>	
2	<p><u>Minutes of the last meeting</u></p> <p>The minutes of the last meeting were agreed as a true record.</p>	
3	<p><u>Matters arising</u></p> <p>There were no matters arising.</p>	
STAFFA HEALTH ISSUES		
5	<p><u>Staffa Health general update</u></p> <p>Operational / Covid update</p> <p>Ruth updated the group on current working arrangements. Stonebroom was still operating as a red site in the afternoons. Appointments were as normal there in the mornings with GP, Nurse and HCA appointments bookable at Stonebroom. In the afternoon's patients with any potential covid symptoms were being seen at Stonebroom. The doors are open at all sites so patients can come in and book an appointment and don't have to phone. Nationally data is being collected on how many appointments are being provided each day in general practice and what type of appointments these are. Nationally approximately 60% of all appointments are face to face now. Staffa is providing this proportion too.</p> <p>The availability of non-urgent/routine appointments was raised. These are freely available to be booked by patients either by phoning us or walking in.</p> <p>National guidelines are still in place mandating wearing of masks and distancing for staff and patients.</p> <p>All Covid booster vaccinations have been completed for our patients in care home and those that are housebound.</p> <p>Online request system</p> <p>Staffa have been using an online request system for 10 months now. Requests/enquiries will always still be taken over the telephone if people are unable to send an online request however. The online system has relieved some pressure on the telephones, making it easier to get through.</p> <p>The online request system was launched at the same time as an initial triage by the GP and this has allowed us to deal with a much higher volume of contacts than previously. In January the practice asked a sample of patients who used the service to provide some feedback to us about the online request system. There was a lot of positivity about the system and many comments about how well the system was working for people. There</p>	

were a few themes of areas that were frustrating for people though. Staffa have met as a team and reviewed all the comments and made some changes in response to the feedback given. For example there was quite a lot of dissatisfaction about having to call anyway to make an appointment after the online request was triaged. We have changed our process and the receptionists will call a patient now and book that with them. We are also working with the system suppliers on a trial to send a link to the patient to 'self-book' online, so hopefully patients will soon see some further helpful some developments. We will continue to make improvements from patients' feedback wherever we can to make the system as helpful as possible for all.

The practice have also made some changes to how the reception teams manage the online requests and telephone calls, all with the aim of making it easy to get through on the telephone. There have been times where staffing has been impacted and waiting times for call answering is longer than we would like but we are continuing to work on this.

Staffing update:

We have recruited a number of new staff in recent weeks. We have an Advanced Care Practitioner who is a paramedic by background joining us in May. Craig Bell will be providing consultations in surgery, visiting patients at home and looking after care homes patients.

Rachel Hailwood joins the team in April as a Clinical Pharmacist. This brings our Pharmacy team to 3, together with Matt who has been a pharmacist with us for a few years now and Andrea who is our Pharmacy Technician. Rachel will undertake similar duties to Matt including medication reviews and looking after a lot of the administration of medications from discharges and hospital letters.

We are still actively trying to recruit GPs but have been unsuccessful in the last few rounds of advertising. Likewise we are still trying to recruit a Practice Nurse but have been unsuccessful in finding anyone in two rounds of recruitment. Nationally recruitment of GPs and experienced nurses is an issue with not enough staff to fill vacancies.

Tibshelf surgery developments

For a few years now the practice has been working on a plan for an extension at Tibshelf to accommodate additional clinical consulting rooms and non-clinical staff. The project is currently with the district valuer for their assessment and following that the CCG will need to give their approval. It is hoped that if this is successful a planning application could be submitted in the Spring.

David asked about the parking implications of the new build. Overall the scheme leads to additional spaces but it will still be tight on parking. Ruth has been working with the Tibshelf Development Group as a stakeholder in the land next door to the surgery. It is hoped that the re-development of this former school site will allow for additional community of staff car parking that will support the parking needs of the surgery in the future.

School awards evening

Tibshelf Community School will be holding an awards evening for their leavers this year. Two years ago Mike Tye presented the Staffa Health Science award. Mike has been asked to present this again. Mike gladly accepted the opportunity to do this. The awards ceremony will be on the 17th November.

CCG ISSUES

There were no matters discussed.

PPG ISSUES

	<p>Medicines Order Line</p> <p>David advised that he had used the Medicines Order Line for a non-repeat item, which worked perfectly and it was executed much quicker than the online 7 days advice.</p>	
	<p><u>Any other business</u></p> <p>No other business was discussed.</p>	

Attendees

Mike Tye -Chair, Ruth Cater, David Browning, Lisbeth Adsetts-Mosley.
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Distribution

All members + website + notice boards + virtual members

DATE OF NEXT MEETING

Thursday the 7 th April 2022
