

## Staffa Health Patient Participation Group (PPG)

### Minutes of the Meeting held on 9<sup>th</sup> June 2022

Attendees
Mike Tye -Chair, Sharon Ingram, Clare Kirkwood, David Browning, Ruth Seccombe, Patricia Morrow, Roz Rickord, Bob Marsden, John Allsop, Michael Bowskill
Distribution
All members + website + notice boards + virtual members

ITEM No	DETAILS	ACTION
<b>AGENDA ITEMS</b>		
1	<p><b><u>Welcome and apologies</u></b></p> <p>Mike Tye welcomed everyone to the meeting which was the first 'in person' meeting we have been able to have since before the pandemic. Everyone agreed it was very nice to be able to meet in person again.</p> <p>Apologies had been received from Ruth Cater, Lisbeth Adsetts-Mosley and Vivien Astin.</p>	
2	<p><b><u>Minutes of the last meeting</u></b></p> <p>There were no corrections to the minutes of the last meeting, and these were agreed as a true and accurate record. Proposed: David Browning Seconded: Roz Rickord</p>	
3	<p><b><u>Matters arising</u></b></p> <p>Matters arising were all to be discussed in the Staffa Health update.</p>	
<b>STAFFA HEALTH ISSUES</b>		
4	<p><b><u>Staffa Health general update</u></b></p> <p><b>Bus service</b> – Clare confirmed that as discussed at the last meeting the Stagecoach bus service no 55/56 no longer goes through Holmewood, but it does go from Pilsley to Tibshelf still and now Stonebroom every hour. It didn't go to Stonebroom before. The Stagecoach service has been taken over by Hulleys of Baslow. Stonebroom didn't have a bus to any other of our sites before, so this is actually a better service for Stonebroom residents. But this now means there isn't a bus for Holmewood patients to any of our other surgeries (could be an issue for when Holmewood is closed in an afternoon). The Stagecoach No. 1 bus is still running to Tibshelf but now only stops at Newton or Westhouses and not Blackwell. There is still the community bus from Pilsley to Holmewood running. Sharon will be updating posters and information on our website regarding this. Patricia suggested that when we next do a patient questionnaire, we should add a section on transport availability to gauge public reaction and needs.</p>	

Patricia also asked if we accommodate travel needs when booking appointments for patients and Clare and Sharon confirmed that reception staff routinely ask which site patients can get to and what time of day is best for them.

**Staffing update** – We are still advertising for salaried GPs and a Practice Nurse, but we are not getting any applications unfortunately. We keep readvertising the posts. This is a country wide problem as more professionals choose to leave the service.

We have tried to employ qualified nursing staff and we are now looking at trainees. Our current Treatment Room Nurses are training in long-term condition management to increase their skill set. Thanks to this we are getting down the backlog of long-term reviews that we had following the height of the pandemic.

We have advertised through our website and social media, the Local Medical Committee and training organisations but nobody is applying.

Clare gave an overview of the current staffing levels and Michael Bowskill asked what our ideal number would be to recruit. Clare said we would ideally like 2 x full time equivalent GPs. Bob Marsden asked about the sessions our current GPs work and why this is. Clare said most do between 2.5-6 sessions per week. This is down to personal choice and personal circumstances. Sharon added that there is a lot of administration work that GPs have to do too and quite often a GP can be seen logged onto the system on their non-working days.

We have advertised for some more admin staff. There is a post for admin support for the pharmacy team to help with medication review paperwork and searches. We are also advertising for a recall's administration assistant. We hope to be interviewing and filling these posts by mid-July.

Roz Rickord commented that the team do an amazing job and offer a great service which she has been really impressed with. She described it as a 'platinum service'. Clare thanked Roz for these comments and said she would pass them on to the team.

**Covid vaccinations** – All of our care homes have had their Spring booster jabs and we are getting through the housebound patients. Pinxton Pharmacy have been a great help with this and we will be vaccinating through to early Autumn.

Ruth Seccombe commented that Kings Mill Hospital are reducing their vaccination capacity through July and August and will be increasing it again in the Autumn. This prompted the question as to whether there will be another vaccine later in the year. Clare said we have not been advised of anything; it is a case of 'watch this space'.

**Parish Council Newsletters** – Sharon explained that Staffa Health seem to have been given a regular column in the Pilsley and Tibshelf Parish Council newsletters and asked what the members, as part of the community would like to see in these as it is sometimes difficult to find content. The following suggestions were noted:

- Recruitment advertising – explain the situation and pressures we face
- Volume of paperwork including Accurx forms received
- Staff information – changes, achievements etc
- NHS App
- Missed appointments and cost of these
- Health items similar to the ones on Facebook

Roz mentioned the last item and commented that the practice puts some really interesting items on the Facebook page. Sharon thanked Roz for this comment as she maintains the page.

David said to exercise caution when mentioning current pressures and suggested we should keep it factual and stay positive. John Allsop added to avoid the use of acronyms.

	<p>With regard to missed appointments, David suggested an extra option on the telephone service for patients wanting to cancel an appointment. The long waits on the telephone may put people off waiting for this.</p> <p><b>NHS App</b> – The various functions of the NHS App were discussed including the ability to order repeat prescriptions and the Covid travel pass. A few people commented on how easy it was to get hold of a Covid travel pass via the app but that when travelling nobody checked it anyway.</p> <p>With regard to repeat prescriptions, the App has the option to order non-repeat items, but David said he has taken this up with Ruth Cater as when you try to it wont let you. The message should be changed to state that only items on repeat prescription can be ordered.</p> <p><b>Medicines Order Line (MOL)</b> – Patricia commented that she is becoming increasing frustrated with the MOL. There are lengthy waits of 20+ minutes on the telephone. Because she has been struggling to get through due to time constraints, she said that she has been putting orders through on our online form from the website (Accurx). Clare said that the Accurx forms go to reception staff dedicated to prescription ordering, so it is the same process, just via a different pathway.</p> <p>Clare said we can feed this back to the MOL and get some feedback from them on recruitment and service levels. Patricia commented that even the traditionally quieter times are now busy and the number is often unobtainable.</p> <p><b>Action: Clare/Ruth to get feedback from the MOL prior to the next meeting on service levels, waiting times and recruitment.</b></p> <p><b>Pharmacy issues</b> – Mike raised some issues with the service at Boots Pharmacy in Holmewood. He detailed the length of wait for his last prescription despite giving them extra time. They are struggling with staff levels and people are being left without medication. Mike had to go back several times before his last prescription was available to collect and there are many other people who have had similar issues.</p>	<p>CK/RC</p>
<p>5</p>	<p><b>How does the NHS work in England?</b></p> <p>Unfortunately, due to technical issues we were unable to show the planned video for this item. This will be moved to the next meeting, but Sharon will email the video to the PPG members who have email. Sharon explained that both herself and Ruth have been going to briefings on the new Integrated Care System and hopefully will have more information from these by the next meeting.</p> <p><b>Action: Sharon to email the video link to PPG members who have email access.</b></p>	<p>SI</p>
<p><b>PPG ISSUES</b></p>		
<p>6</p>	<p><b><u>Any other business</u></b></p> <p>There was no other business to discuss.</p>	

<p><b>DATE OF NEXT MEETING</b></p>	
<p>Thursday 4<sup>th</sup> August – 2:30pm at Tibshelf Village Hall</p>	