

PPG Meeting Minutes



Tuesday 8th December 2020 (Via Zoom)

Attendees: JW (Chair), SH (Deputy Chair), GB, KS, PS, PC, AB (Operations Manager)

Apologies: PB

1. Ratify previous minutes & matters arising (JW)

- Previous meeting's minutes from 24.9.20 were ratified by the group and will be uploaded to the Fireclay Health website
- Patient access to appointments & website - on the agenda for today
- Quarterly Governance bulletin – it was suggested by the PPG at the previous meeting that this could go on the website. Having discussed this, the management team have decided this would not be appropriate as it is written as an internal document for staff. Will leave as a standing PPG agenda item and consider using some of the information on a patient newsletter.
- Managing patient expectations – SH has done a lot of work researching this since the last meeting. The conclusion is that most of this work should come from how practice staff manage patient expectations e.g. patient access to care (see section 3).

2. Quarterly Governance Bulletin (AB)

- 19 positive & 13 negative feedback, 8 complaints July-Sept 2020
- AB emphasised that any feedback, complaints and mistakes are thoroughly investigated. There is a 'no blame' culture which allows staff to feel confident in raising any issues. Processes are checked and constantly improved due to this.

3. Appointment System/Clinical Services

Is there equal access to care for all patients?

Are some patients excluded by IT if they are unable to access the internet, video calls and do not have a smart phone? This was discussed by the group and some members felt that a group of patients may be excluded. It was noted, however, that all patients are still able to access all services over the phone or face to face as they always could. Nothing has changed in that way only that a wider range of communication is now offered. A patient would not be excluded if they did not have access to a video call for example, as they would be seen face to face. Conversely, it was noted that patients with access to these facilities must also not be excluded. Fireclay Health should bear in mind all patient groups when communicating with patients and in the appointments offered.

Communication with patients

It was strongly felt by the group that communication with patients about the appointment system could be much better. It was suggested that there should be a section on the website and a leaflet (for patients unable to access the website) to explain how the appointment system works and signposting for patients to other services.

AB to put this together and circulate to the group for approval

Appointment times for GP telephone appointments

This was raised for discussion by AB following a patient complaint that the time slot for phoning patients for routine telephone appointments is too long. Currently patients are told between 8am & 1pm for a morning appointment and 1pm & 6.30pm for an afternoon appointment. Interestingly KS told the group that he had been given an appointment time a

couple of times recently and the GP had phoned at this time. The group made the following points:

- This current time slot is too long
- There needs to be a balance between the GP needs and the patient needs
- A time slot would be better than an exact time as generally this is difficult to stick to
- Previously patients were allocated a 10 minute slot for face to face appointment so why can't this be done for a telephone appointment?
- A 2 hour time slot was suggested by the group. *This was discussed by partners and management and agreed – patients will be given a 2 hour time slot for a routine phone call.*

AB to feedback to partners and management

4. PPG Items (JW)

Business Plan review

The Fireclay Health Business Plan was circulated to the PPG for discussion at the meeting. The following comments and questions were raised:

- Too many abbreviations – maybe include a glossary of terms?
- **AB** to clarify ownership of property (page 3 – ‘practice properties are not jointly owned by the Fireclay Partnership’). *Former St George partners own the St George building and former Lodgeside partners own the Lodgeside building.*
- Exploring the opportunities of using social media (page 4). The merits and disadvantages of social media were discussed. Great for communication with a certain demographic, however could create a great deal of work. SH suggested staff could be approached to see if anyone is interested in this role if appropriate.
- Improve social prescribing (page 4) – GPs can refer patients to this for non-clinical issues and is a valuable service for patients & GPs
- How are Fireclay financed (page 5)? Basic payment is received per patient registered and for offering essential services. The practice can sign up to additional enhanced services e.g. Learning Disability annual reviews for additional funds. For each of these, the practice needs to consider clinical benefit. More funding is now coming from working together in groups of practices – PCN & ICE locality
- PCN – Primary Care Network. Fireclay are in a PCN with Old School Surgery in Fishponds (FOSS - Fireclay Old School Surgery)
- ICE – Inner City & East
- What have we achieved from the Business Plan so far?

AB to feedback to the group on what has been achieved to date from the Business Plan

New website

- The group were very positive about the new website. It is much more user friendly and easier to navigate.
- The group wished to thank EB (IT Manager) who was very helpful and receptive to suggestions from the PPG about the website during the design process

Patient newsletter

It was decided that a patient newsletter is needed ASAP (Jan/Feb 2021) with the following included:

- COVID-19 – appointment system and vaccinations
- Some stats from quarterly governance bulletin
- New website – introduction and how to use
- Staff update
- Access to care & communication of appointment system
- A day in the life of a receptionist (future newsletter). This may also help towards managing patient expectations (see section 1).

AB & JW to work on this

PPG Development

- JW & SH are both happy to do a bit more for the PPG (but not a lot more!)
- The practice should bring items to the group requiring specific feedback to help with the decision making process
- Training – what do other PPGs do in terms of training?
- NAPP (National Association for Patient Participation) – look into signing up as a member? £60 first year, £40 subsequent years. **AB to arrange this (agreed by SF)**
- Care Forum – Jo happy to continue to attend this group

PPG New Recruitment

- JW has done a lot of research into this but ultimately come to the conclusion that Fireclay staff themselves are the best method of recruitment
- Ask HCAs/Nurses/Reception/GPs to recruit – hand out leaflets and info to potential members. **JW to write a small leaflet**
- Some sort of youth ambassador would be useful
- Ask some of the younger receptionists for ideas on how to recruit younger members

5. Practice Item (AB)

Flu & COVID-19 Vaccinations

- Nearly 4000 flu vaccinations given (all ages) to date. This is an increased uptake (usually around 3100-3300). Includes 111 housebound patients. The aim was to complete this work before the end of November.
- Aim to complete age 50-64 flu vaccinations in first 2 weeks of December
- Current expectation is that COVID-19 vaccinations will arrive and be administered during Christmas week. The practice will get 10 days' notice so plans need to be flexible and are changing all of the time.
- The practice are expecting the Pfizer vaccine which adds some extra logistical issues
- The practice has had to suspend routine Long Term Condition (LTC) reviews to prioritise flu & COVID-19 vaccinations. A priority list is being put together of the most at risk LTC patients and these will be contacted.
- Are the practice providing a proof of vaccination card for patients? *The practice will use any material supplied with the vaccine.*

6. AOB

- Staffing - 1 phlebotomist (replacement), 1 Treatment Room Nurse (additional) and 4 receptionists (2 extra) since last meeting. 1 new permanent GP starting mid Feb. Lodgeside Practice Manager has been working from home since May and this may continue for another few months as is having treatment for an ongoing illness. Additional pharm through PCN, advert for MH Nurse & project coordinator
- Best wishes to KT from the PPG
- Thanks to all practice staff for all of their hard work from the PPG
- Can disabled parking be re-painted? **AB to follow this up**
- Patients are told to allow 2 days for prescription. This is not realistic as the pharmacy may take an additional week. **Consider how patient expectations are managed regarding this AB.**

7. Future agenda items

- DNAs (JW keen to do some work on this)
- Look at other practices in terms of 'best practice'

8. Next meeting date

- Thursday 25th March 6pm via Zoom