

PPG Meeting Minutes

11th May 2023



Attendees: JW, SH, KS, LJ, AB, MH

Apologies: PS, GB, PC

1. Ratify previous meeting's minutes/matters arising (all)

Previous minutes - minutes ratified by the group and can now be uploaded to the website

Matters arising - none

2. Appointment system/clinical services (AB/MH)

Minor Illness appointments – now all face to face and bookable in advance.

Signposting – 12 months to implement signposting plan. Already doing most of this and patient navigators have all had core navigation training to help with signposting and to deal with difficult patients. We are looking at a piece of software to support signposting that will be tailored to Fireclay's protocols and systems.

eConsults – these are increasing in number and we are considering a new supplier which has benefits for the patient and the practice. Advantages are that it will be easier for the patient to use, there is a translation facility and a low level of AI to signpost patients to pharmacy etc

Telephone system – we are looking at a potential new supplier for our telephone system

3. Practice items (AB/MH)

Staffing update – since the last PPG meeting

- We have lost 1 patient navigator and employed 2 more
- One of our nurses has left after a short time and another is leaving in July, leaving us with 2 vacancies. We are currently advertising these roles for a third time.
- We have recently employed a Physicians Associate who will start in Sept/Oct. This is a post that will be supervised by a GP and has been trained on a GP led path. They will be able to deal with minor illnesses and some low level GP appointments.

Governance Bulletin Q4 2022/23 – the group commented on the number of positive comments received from patients this quarter. We also discussed QI projects involving increasing baby registrations and immunisations and cervical screening uptake. In particular, we discussed how to focus on encouraging vulnerable groups to attend for their cervical screening. The members were informed that CAAFI Health, a charity based group, attended the practice last year to proactively contact a particular cohort of patients to book a cervical screening appointment, that perhaps had not attended due to cultural or language issues. They managed to book in around 100 women who may not have otherwise attended for their cervical screening.

Constant Systems Improvement – the group were pleased that Fireclay seem to be constantly reviewing and improving their systems.

GP Contract – the new GP contract for 2023/24 is now available and it changes the way in which GP practices receive their funding. The biggest change and source of funding is the Capacity & Access payment and GP practices have 12 months to implement this. Fireclay are already doing a lot of this work but we can make improvements through:

- Empowering patients by encouraging them to use the NHS App, self-directed care and using community pharmacies
- Improving GP access through better telephony systems, simpler online requests (eConsults) and faster navigation, assessment & response

4. PPG items (JW/SH)

PPG Plan 2023

- **Membership** – JW & SH have spent some time looking into how the PPG can recruit younger members and concluded that a lot of time and effort would be required for little reward. We plan to post something on the practice facebook page and website during PPG week and check the TV screen in the waiting room for information about the PPG. AB to consider sending a link to our website to all new patients.
- **DNAs** – after an internal audit DNAs were found not to be a problem for GP appointments with 98% of patients attending and valid reasons for the patients that did not. For HCA appointments only 94% attended. We discussed some reasons why this may be the case. If a patient has excessive DNAs we do send them a warning letter.
- **Pharmacy/prescriptions** – **AB to follow up some issues.** Can a GP mark a prescription as 'urgent' so the pharmacy can prioritise this? A message has appeared on a prescription 'please give 48 hours notice' – where is this coming from?

Feedback from Healthwatch meetings – JW attended the recent Healthwatch meeting which was also attended by Shane Devlin (CEO of ICB). He talked about the importance of PPGs.

Enhanced Services/Ear Care – JW wrote a letter to Shane Devlin re ear care services and received a reply to let her know that there is a BNSSG steering group on this which is good news. There is also a national steering group. Patients are entitled to ear wax removal if there is clinical need according to NICE guidelines i.e. a GP would need to approve this.

Fireclay Website – the website has been updated significantly but needs some more work. **PPG members to look at the website content and feedback any changes/suggestions directly to MH.** LJ commented that images on the website are helpful and inclusive.

5. AOB (all)

Carers – this can be an area of focus during Carers Week 5-11 June. **AB to email Carers Support Centre for any resources.** Put a section in the next newsletter explaining the definition of a carer and some information about what support is available, as well as mentioning that Fireclay have a Silver Carers Award.

CQC Desktop Inspection – Fireclay are pleased to say that we had a recent desktop inspection from CQC where they looked at audits, complaints, SEAs, QOF etc. CQC were happy with this and concluded there is no evidence that a full inspection is needed. This is great news and a credit to all at Fireclay Health.

Social Prescribing – our new provider for Social Prescribing will be the Care Forum from June. This was previously provided by Wellspring but they have been given notice as there were concerns about their service. We are confident the Care Forum will provide a better service.

Safeguarding Process – LJ raised some questions about our safeguarding process and what Fireclay have in place. All staff have completed safeguarding training at various levels depending on their role. There is a dedicated intranet page that staff can access with safeguarding contacts, processes and other information if needed and a GP lead for both Child and Adult Safeguarding. We also hold regular meetings with the GP lead, safeguarding admin lead & health visitor to discuss a list of vulnerable children. This list can be added to by anyone with concerns.

6. Agenda items for next meeting

- GP to attend – members to send questions prior to meeting. **AB to confirm nearer the time.**

7. Next meeting date

- Thursday 17th August 2023 @ 15:00