



Patient participation group meeting
Tuesday June 8TH 2021, 2-3pm
[On Zoom Link here](#)

MINUTES

Introductions – 10 PATINETS ATTENDED, plus Camilla Hawkes (Practice Manager) and Kay Noble for the practice.

Practice workload update / Telephone service update

Camilla set out how we are experiencing high incoming demand because (a) many patients only now coming forward to sort out issues which have been ongoing through the pandemic and (b) mental health workload is much increased again due to the pandemic. Usually the peak workload is late February and then it decreases (relatively speaking) down to August – this year that decrease has not happened.

In addition to incoming phone calls: more incoming patients means more referrals going out, more correspondence coming back, more repeat prescriptions to be issued etc. All this work all has to be done carefully to avoid error. Our staff team is the same size as it was.

Morale is pretty flat, most people are tired after the last year yet we have now to deal with this backlog. And we know the service we are providing is not as good as we would like – but we know it's the best we can do at the moment. The group was receptive to this and agreed that we are doing the best we can. EG the routine appt wait time is higher than we would like, ditto the wait time for the phone to be answered.

Camilla has been particularly focusing on the phone answering recently. We have traced and eliminated various technical gremlins in the set up (eg which were causing some calls to ring out for ages, but we could not hear them) and is now getting accurate data about the situation, always the first step before making improvements. We will be testing out new ways of working over the summer including a voicemail function, and having lots more staff on the phones first thing in the morning. Early data seems to indicate that only 60% of incoming callers get answered on the same day. iF this is the case then it is not good enough at all.

New website

Now live and thank you to all who commented. Next step is staff photos and more pictures generally.

Covid 19 vaccine update

The woodhouse vaccine hub has been a great success – seen '000s of people and lots of positive feedback. The GP network was offered the opportunity to continue the vaccination campaign into the younger age groups, but has declined. It has taken up a lot of staff time and as incoming demand is so high (see above) we feel we must now prioritise unwell people so do all we can to get back to business as usual. Additionally, our usual performance targets etc have been put back in from April 2021 (they were suspended for 20120-21) which again means we must move back to “normal”.

The younger age cohorts will be offered via the national service plus there are new local services springing up now including Medichem Pharmacy. We will continue to ensure that we know where to direct patients who ring to enquire, especially older people wanting 1st doses who have only recently decided to take up the offer.

There has been no news received at the practice yet about any “catchup” / “booster” so we don’t know if we will be asked to do this (perhaps alongside the annual flu campaign)

There was a women’s only clinic at The Reginald last week and a drop-in vaccine minibus parked at the BAME wellbeing hub.

Move of the St Martins reception up to 2nd floor

We are planning to move Reception up to the 2nd floor from 14th June, for a six month trial period. The ground floor desk will be unmanned. The reasons behind this decision are (1) staff comfort & welfare and (2) efficiency of service (eg, we currently spend a lot of time walking up and down stairs).

The group felt that this was overall a good idea as the 2nd floor is pleasanter; and that it was distracting for staff to work on the ground floor which is noisy.

There was concern expressed about the lift possibly being faulty. This has very rarely been the case, but if it was then the reception would have to temporarily go back downstairs.

Any other business:

GP records sharing

The Government seems to be resurrecting the 2018 care.data project whereby patient GP-held medical records would be shared onto a national database and made available for 3rd parties to purchase. It has a new name now but otherwise little seems to have changed. Communication has been very poor till last few weeks it has hit the media and the practice has found out about it at same time as general public. The practice is very concerned and has put info on website including a link to a campaigning website, and to the opt out form which patients must complete and return to practice. NB that the “national data opt out” online at <https://www.nhs.uk/your-nhs-data-matters/> does NOT apply to this project – the form MUST be filled in – the deadline for this is now 30th Sept 2021 (extended today from June).

Agreed we would have printouts of the form available at the desk for patients to collect. We will be discussing how to respond as a practice but it is quite likely we will send a text to all patients to raise awareness.

Micro-grants for covid 19 and covid vaccine awareness

Leeds CC is offering grants of up to £1000 to grassroots/ community groups to raise awareness of covid safety issues /covid vaccine uptake.

Date of next meeting – 14th Sept 2021 5 – 6 pm – this may be face to face or on zoom according to the national roadmap. Zoom seems to have enabled more people to attend so it may be worth continuing with some zoom meetings, maybe a mixture of face to face and zoom.

Note:

Terms of reference for our patient group:

- Contribute to practice decision-making
- Feedback on new / developing services
- Patient Group should be consulted on any substantive change in service provision.

- Patient Group may request any topic pertinent to service delivery to be considered by the Patient Group
- Give feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary
- Act as a 'safety valve' for dealing with grumbles about the practice – representing patients but also helping them to understand the practice's viewpoint
- Communicate information about the community which may affect healthcare
- Give patients a voice in the organisation of their care
- Influence the provision of secondary healthcare and social care locally
- Monitor services, eg hospital discharge and support when back in the community;
- Membership of the Group shall be open to any patient of the Practice who may nominate themselves.

Ground rules for meetings

- This meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results, as a group.
- Silence indicates agreement – speak up, but always go through the chair.
- All views are valid and will be listened to.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.