**W P P G**

**The Wheatbridge Patients’ Participation Group**

**Minutes of the WPPG Annual General Meeting held on 14th June 2022**

**Present:** Judith Stanley Ian Edmundson

Sue Ottowell Phil Abbott

Ruth Ludford Spencer Hoskin Carol Sadler Bridget Dunks

Mike Little Tony Pope

Dr Emer O'Donnell Linda Clarke

**Apologies:** Tracey Lawson Roy Falconer

Sheila Dunks

1. **Welcome and Introductions**

Judith welcomed everyone to the Meeting. Linda explained Tracey's absence.

1. **Minutes of Previous Meeting**

* It was reported that no one has volunteered to be chair of the network meetings.
* MOL – A discussion regarding the difficulty of getting through on the MOL. EOD explained that they are recruiting more staff as many new surgeries have been added. She also explained that due to the Bank Holidays and Queen's Jubilee there was extended pressure. She also noted that one can send an e-mail which could be more helpful.

Other than those, the minutes of the meeting on 8th March 22 were agreed as a true and correct record.

1. **Overview on the impact of the pandemic on the Services was provided by the surgery**

* Linda discussed the attached sheet regarding the impact COVID-19 had on the surgery and what the surgery has done during Covid. Although this is not a complete or comprehensive assessment it does detail that the surgery has gone to great lengths to remain operational and keep our staff and patients as safe and protected as we could.
* All agreed that they did not realise some of the measures undertaken and were very appreciative that the surgery remained open throughout seeing patients, maintaining prescription times, telephoning patients, etc.
* All also felt that a copy (in larger print) should go on the PPG bulletin board downstairs so other patients could see it and maybe be a little more appreciative for what the surgery had done for our patients during the Pandemic. Linda stated if the PPG found it useful and understandable, we would put it on the surgery website. All were in agreement.
* Carole Sadler asked how many doctors are currently working. Emer explained that we currently have 6 Partners, 5 Salaried GPs, 3 Registrars and 3 Advance Nurse Practitioners employed. They work anywhere from 8 sessions to 4 sessions weekly. She explained that we have available appointments every day which are available at 8:00 am when the telephone begins to be answered. There are also 2 duty doctors each session who provide an additional 30 appointments each morning and afternoon. Emer also explained that we are consistently reviewing patient numbers and days of the week that are busiest to try to arrange the necessary cover.
* There was a question about seeing the wrong usual doctor noted on letters from consultants. Linda and Emer explained that the letters which are received daily via post, electronic mail from various hospitals, etc., are assigned to either the doctor who made the referral or the usual doctor no matter whose name is on the letter. Some departments get hold of a GP name and use it for every letter even though on referrals we ask for the response to go back to the requesting GP. So, please do not pay attention to who it is addressed to because the correct GP will see it and if it is distributed incorrectly, it is forwarded to the correct GP by whomever reads it.
* There was a question with regards to home visits. Emer explained that we ask patients to contact the surgery by 10:00 am to request a home visit. This request goes to the usual GP if they are in or a duty doctor if not. They call and triage the patient for the visit. Then the GPs, Registrars and ANP's have a meeting at noon to discuss and distribute home visits. They can be seen by any of the above except for Palliative care patient's which need to be seen by a GP. We did continue to do home visits throughout the Pandemic but took all possible precautions with sterilizing agents, PPE, masking, etc.
* A final question was asked about whether there are any identifiers on patient records to identify that they have cancer, had recent operations, take specific medications, etc. Emer explained that information such as this is on the patient's home page in their records. This was asked as the group was wondering when they call and cannot speak to their usual GP, is there any type of information or warning that the GP can see so they don't have to go through their whole situation and could go directly to the point of their call. Emer explained the home page only flags issues, Cancer/Housebound/permission to speak to a family member or representative which has been consented by the patient, etc.

1. **Feedback from Group Reps**

* Ian attended the Derby & Derbyshire PPG meeting hosted by Mary Dyer in Belper. Marie Scouse, Assistant Director of Nursing for the Derbyshire CCG gave a presentation on the NHS Going through the Perfect Storm. She discussed how all areas in the NHS lack the funding and resources they need to meet current demands. Then there is the change in Pension rules among many others. Ian thinks an e-mail with additional information is being sent to him to distribute to PPG but he has not received this yet.
* It was noted that 111 can now book appointments into the surgery from calls overnight or on the weekends. Emer explained we have them put on a 111 list on our rota and whomever comes in first in the morning moves these to the appropriate available doctors.
* There was also a discussion about e-mailing request for appointments into the surgery via a national form. The patient completes the form and e-mails it to the surgery to be triaged. The surgery has up to 3 days to respond. Emer discussed that our Partners are not in favour of these as something could be missed and this doesn't serve patients who need urgent appointments.
* E-Consultations – Emer explained a few of our GPs did these during Covid and we had a lot of photos sent in but again, currently the Partners are not in favour of these. The preference is to see a patient face-to-face if they need to be seen.
* Ian stated that a survey is currently being undertaken at the moment to see how PPG's are working at various surgeries. What ways are they working, how are they working, do they really work/assist/provide relevant information, etc.

1. **Items from the suggestion box**

There were no suggestions in the suggestion box that Linda was aware of and Spencer stated Tracey usually informs him if there are any.

1. **Recruitment of New Members**

* A discussion ensued about how to recruit new members. All agreed that they would not attend evening meetings. There was a discussion about using various media to announce when meetings are going to be taking place. There was a discussion about using the S40 or S41in the listing of upcoming events. There was a discussion about texting our patients before the next meeting inviting them to join the PPG meeting, etc. Linda is to discuss with the Partners and see what they have to say. Future discussion about any ideas members can bring to next meeting.

1. **Any Other Business**

* A question was asked how long the information about Covid was going to stay on the intro to our telephone message. All feel it is rather long and un-useful at this time. Could this be looked into and possibly removed? Linda will discuss with Matt and Amanda.

1. **Date of next meeting**

The next meeting will take place on Tuesday, 13th September 2022 at 12.00 noon.

Judith thanked members for attending.

The meeting closed at 2:30 pm