

Minutes of the PPG meeting held on 17th November 2021

PRESENT Peggy Dyer (PD) John Coopey (JC) Maggie Morris chair (MM) Marie Brain (MB) Lynne Jackson (LJ) Ian White(IW) Ali Hopton (AH) Anne Ayrton (AA)Kshiraja Dighe (KD)

Lester Pygott (LP) Amanda Elliot (AE)) Dr Chin Whybrew Dr Tim Hardwick(TH) Sarah Rogers(SR)

Apologies Peter Badham (PB) Jenny Crowston (JC)

1. MM welcomed everyone to the meeting and in particular Kshiraja who has joined us from Cleeve School. She hopes to read medicine and is in the process of applying. TH said that he would help with interviewing when the time comes.
2. **Minutes** of the last meeting were passed
3. **Matters arising** The listening Place had now started and 5 members of the PPG helped at a flu/covid clinic held at the surgery. CW thanked us for that help and said that at present there were no plans to have a similar clinic and the vaccinations were being done at the fire station.

4. **Practice report**

A new Dr- Dr Conway had been appointed and he came on screen to meet us.

LP reported they were still struggling with staff absences with covid cases in the family etc

One receptionist was working from home. Two new receptionists had been appointed and a new phlebotomist. The workload was overwhelming. On Monday 200 patients phoned wanting urgent appointments with 120 on Tuesday and this had continued through the week. CW said that there were a lot of non covid related chest infections. Patients had high expectations. Patients were still coming forward with problems they had had during the pandemic. E consult was being used for minor problems and it was reported that some surgeries had turned it off leading to worse telephone jams.

SR reported on the new practice Nurse Sara and Ellie, a phlebotomist was starting soon.

5. **Listening Place** PD reported that we had completed 4 sessions of the listening Place and they had felt very useful. Patients were eager to talk to us and we had reported our findings back to the surgery each time. There were 3 major points the first being that a large majority of patients were happy with the surgery and understood the constraints and workload. However a lot of people expressed their dislike of using the window to talk to reception and there was general unease at the perceived lack of face to face consultations. CW replied that she was still uneasy at having people queuing within the surgery as there had been cases of covid coming to the surgery and she felt they were

then mixing with other vulnerable patients. LP said that as it was now dark so early the receptionists were also finding the window difficult. CW also said that face to face contacts were continuing and numbers were increasing and if any patient was thought to need a face to face consultation they would get one. PD said that the PPG had suspended the Listening Place programme at present as it had become too cold for both us and the patients but we would resume in the spring. CW said that the practice valued the service and the feedback.

6. Newsletter MM hoped everyone had seen a hard copy of the newsletter and IW was to be congratulated on its production. MM had delivered it around the village and it was well received. She asked that it could be available in the surgery and CW agreed.

IW said that we were beholden to the contributors and thanked LP for allowing us to have it printed outside the surgery. He also asked if the surgery would like to use it to advertise clinics etc.

7. Network Meetings MM reported that there had been 2 meetings with Nick House, the first to discuss the strategy plan which seemed to be about taking on more social prescribers and training the receptionists. PD had attended the second which was about the Qualitas survey. She fed back our feeling that we were disappointed that there had been no patient input to designing the questionnaire and that some of the questions were difficult to understand. LP agreed that it had had its limitations though CW said that it would help in the strategy planning.

8. NAPP meeting IW had attended this virtual meeting and fed back to us.

The theme of the meeting was Access. There were 2 keynote speakers. Dr Farah Jameel, a GP talking about access to services during the pandemic. She emphasised that contrary to newspaper reports staff had been working flat out but despite government promises there were fewer GPs. She gave a moving description of abuse she had received in the surgery. She had no solutions to the problems caused by the change in public opinion but hinted that the stick rather than the carrot approach of the government was likely to lead to fewer GPs and a reduction in quality of service.

Gemma Jackson from Thornton practice in the Fylde then gave a presentation on the work done by their PPG. She praised her surgery and in particular her practice manager. They had links with their local schools, libraries and supermarket. They had addressed such issues as obesity. Their newsletter was delivered with a local paper. Most of these services had stopped when the pandemic began.

Sir Denis Gray, the patron of NAPP closed the meeting and his remarks were most critical of the government. He stressed that the country is short of 1500 GPs. He was not wholly in favour of first contacts being by telephone. He quoted a study showing continuity of care showed better outcomes for both patients and doctors and reduced mortality.

TH remarked that it all sounded a bit bleak and this led to further discussion on the expectations of patients and the workload the doctors were experiencing.

9. Obesity Campaign MM said that this had been on the Agenda before the first lockdown and had folded whilst the library was closed. We now have a meeting planned with Cleavelands surgery and the library in early December to try and move this initiative forward.

10. AOB PD raised the issue of econsult, citing that some surgeries had shut it down. CW said the result of this was that the surgeries were besieged by phone calls and people could not get through. It will remain with our surgery at present.

11. Date of next meeting **Wednesday 19th January 2022**