

Lapworth Patient Participation Group

Minutes of meeting held at Lapworth Village Hall 28 June 2021

Present : Heather Day; Chis Jacob, David Johnson; Simon Lee; Arthur Prescott: Kate Ray; Yvonne Wade; Andrew Waterfall; Clive Whereat (Chair); Julie Briney (Practice Manager); Narges Farjad; Dr Caron Bates (part)

Apologies; Lizza Baines; Martin Jones;

2108 Minutes of last meeting and matters arising

The minutes of the meeting were presented.

Resolved

- 1) That the minutes of the meeting on 1 March 2021 be approved**

2109 Introduction by Narges Farjed -new Social Prescriber for Arden PCN including Lapworth Surgery

The Practice Manager Julie introduced Narges to the Group who had been invited to share details of her role and responsibilities following her appointment in April.

Narges advised the Group that she had been appointed to the role of Social Prescriber by Arden Primary Care Network and her role involved supporting patients for 4 surgeries in our area namely Lapworth, Budbrooke, Henley and Tanworth in Arden. Her designated day with Lapworth Surgery was Tuesday afternoon's although she had some additional flexibility within that to meet identified patient need and doctor referrals.

She comes from a background in mental health.

She explained that the role of Social Prescriber was to work alongside the doctors and other health professionals at the surgery to try and address patients' needs on a more holistic level. This could involve such things as providing support on a whole range of issues ranging from managing low mood, bereavement and loss; diet and lifestyle eg exercise, sleep; healthy eating etc; and loneliness and isolation.

She was also able to provide support to patients in helping them to manage long term health conditions and provide links to benefit support to help with their care funding needs.

In summary Narges stressed that if patients from the surgery were struggling with any aspects of their life you could ask your GP or surgery staff to refer you to her.

The Chair thanked Narges for outlining her role to the Patient Group and wished her every success in that role. The Practice Manager stressed that Narges was working closely with, and reporting to, the Doctors so patients could be assured they and all other new appointments made through the Arden PCN were working together to support patients' needs.

Resolved

- 2) That Narges be thanked for her introduction into the role of Social Prescriber
- 3) That her role be widely publicised so that patients were aware of her role and the valuable support she could provide in support to them and the Doctors and other medical professionals at the surgery.

2110 Update from Julie Briney – Practice Manager

Julie reminded the Group that as well as the appointment of Narges to the role of Social Prescriber, **Bhavna is our Clinical Pharmacist** whose role is to the work with our Doctors and surgery team in all matters related to medicines and their use. Like Narges, Bhavna has been appointed via the Arden PCN and she works from Lapworth Surgery each Friday.

She will be running regular clinics to carry our medication reviews for patients with ongoing or long-term health conditions to help improve patient outcomes through a personalised approach to their medication needs and interactions.

She can also support patient queries in relation to their prescriptions; post hospital discharge medications; or new patients with queries on their prescribed medications.

In additional **Lucy has recently been appointed by Arden PCN as a specialist physiotherapist** working from Lapworth Surgery on a Wednesday and Thursday. She is available to see urgent referral patients and can commission hospital scans where she considers it necessary. Referrals will be via the Doctors and Clinical Leads within the surgery.

Julie shared with the Group changes that were taking place nationally and locally as part of the NHS Digital initiative. This included data on surgery performance which would now be shared nationally for comparator purposes. (see below update from Dr Caron Bates)

She reminded the Group that from **1 September 2021 all personal data** (in a pseudo depersonalised form) **would be available to NHS Digital as part of General Practice Data for Planning and Research.**

Julie advised the Group that this was part of a NHS digital drive to obtain data about the patients it treats in order to plan and deliver its services and to ensure that care and treatment provided is safe and effective.

Details of the **General Practice Data for Planning and Research Data Collection had been placed on the Patient News section of the surgery web site lapworthsurgery.co.uk** along with guidelines on how to opt out for those patients not wishing for their data to be shared.

Resolved

- 4) That Julie be thanked for her update
- 5) That the new appointment of staff via Arden PCN in support of patients overseen by Doctors at Lapworth Surgery be welcomed and widely publicised

- 6) That the NHS digital General Practice Data for Planning and Research patient information be communicated as widely as possible with patients so they could make informed choices on whether they wished their data to be shared.**

2111 Update report of South Warwickshire PPPG (SW3PG)

Our representative on this Board provided a verbal update on the work undertaken by SW3PG via a series of meetings held virtually.

As advised at our last meeting, as a result of the plans to merge the Clinical Commissioning Groups (CCG) within our area, how this forum will operate in the future is currently uncertain. He advised the SW3PG is keen to continue in some format in the future not least to ensure there was a voice for non-urban communities given lay members appointed on the merged Coventry and Warwickshire CCG came from Coventry and the West Midlands. He advised they were looking at working with the Community Action Group within our area to improve and broaden communication to patients.

David advised that a number of positive work themes had been carried out by the group including feedback on increasing frailty and its impact on patients and the NHS; along with survey feedback hopefully leading to improvements regarding existing patient experience of accessing services online (econsult); telephone; and other digital access.

At a South Warwickshire level he advised the goal is to maximise the benefits of Primary Care Networks.

Resolved

- 7) That David be thanked for his update.**
- 8) That it is important that the new CCG understands and acknowledges that non-urban and rural communities have some different challenges which need to be reflected in planning and commissioning of services within our CCG area.**
- 9) The COVID 19 pandemic has highlighted the need to be able to communicate quickly and effectively at an individual surgery level and that many patients would be excluded if relying solely on digital channels of communication**

2112 Changes and challenges facing the Surgery - update Doctor Caron Bates

The Chair welcomed Doctor Bates to the meeting. The Chair advised the Group that nationally as the country emerges from lockdown there had been a surge in demand for GP appointments and that GP surgeries were working at 120% of normal capacity compared to pre COVID times.

He asked whether that was the case within Lapworth Surgery and if so, the impact that was having on patients and surgery staff.

Doctor Bates confirmed national statistics were showing that in March, three million more GP appointments were offered compared to that in March 2019 and as a result in most Practices there was at least a two week wait for a routine GP appointment.

She confirmed that national surge was also being experienced at Lapworth Surgery and as a result they were struggling to keep up with demand resulting in a longer than usual wait for patients to get an appointment. That meant currently there was a three day wait for the next free GP appointment and up to a one week wait to see a named GP for a routine appointment. She stressed however that urgent cases were still being seen on the day.

She advised that they were trying various ways to manage the current demand including

- Increasing the number of appointments each GP deals with
- Dr Sutton has increased his sessions and is now working on a Wednesday morning to provide more GP appointments
- They are trialling a new system where appointments are screened both the day before and on the day to see if any are suitable to come straight down to the surgery for a face to face appointment in order to save time and duplication.

Sadly the increased demand for appointments had resulted in a number of grumbles and in some cases rudeness from patients aimed mainly at reception staff largely due to patient frustration at being unable to book a same day non urgent appointment.

In response to a query Doctor Bates said this situation was likely to continue until next spring due to the need to manage the increasing number of appointment requests. She stressed more than anyone the doctors and the surgery team want to get back to a more normal way of working and to enable patients to book their choice appointment whether it be by phone, econsult, or face to face. However, at the moment as things stand with the Delta variant they still had to be cautious with their approach and a waiting room full of people with a cough or fever is not yet a viable option.

Doctor Bates reiterated there were also a range of specialists within the Lapworth Surgery Team who may be able to help without the need for a GP appointment. They worked closely with and reported to the Doctors at the Surgery and therefore the patient link with the Doctors was maintained. (Note:-A full schedule of those specialists and the services they can offer is attached to these minutes).

In order to ensure patients got the best service possible from the Surgery and its staff at this time, receptionists were now being requested to ask if patients could give a brief indication of the reason for their request for an appointment to provide the option of seeing one of the other specialists at the surgery.

The Practice Manager advised that the Surgery was now required to submit data to NHS Digital on surgery performance in seeing patients. This national published data for the period 22 March to 18 April showed that 65.1% of the doctors appointments at our surgery during that period were face-to-face and 73% face-to-face with health care professionals at the surgery. 47.4% were same day appointments with 1.5% of patients not turning up for their appointment.

She advised that the face-to- face appointments had increased since then and would be reflected in subsequent national data statistics reporting.

The PPG thanked Doctor Bates for her comprehensive update and expressed their support for the actions being taken by the Surgery Team to meet the increase in demand for patient appointments as we come out of lockdown.

They hoped that sharing information with patients about the actions being taken would increase patient awareness and understanding. They suggested that the receptionists be asked to record the reason for grumbles and any instances of rudeness to establish any common themes or trends.

They also expressed their gratitude to all the receptionists and support staff along with the clinical staff during these challenging and unprecedented times.

Resolved

10) That Dr Bates be thanked for her comprehensive update.

11) That the pressures facing the surgery be noted and the actions taken to meet increased demand for appointments be welcomed

12) That it be hoped that patients recognise and understand the challenges that the NHS and the surgery have faced during the pandemic and receptionists and staff be thanked for their commitment and patient support during these unprecedented times

13) That the PPG continue to support the surgery in whatever way possible.

2113 Flu Clinic dates and possible COVID booster jabs

The Practice Manager and Dr Bates advised that all patients over 50 would qualify for flu jabs this winter and orders had already been placed to satisfy that level of demand.

Flu clinics were being scheduled ALL DAY on Saturday 25 September and Saturday 2 October issued from the surgery. Volunteers were being sought to help manage the process and ensure appropriate parking and access into and out of the surgery.

The surgery was still waiting to hear whether it be asked to issue COVID booster jabs to qualifying patients at the same time.

Resolved

14) That the flu clinics dates of Saturday 25 September and Saturday 2 October be noted

15) That the PPG would seek to provide volunteers to support patients and parking on those dates

2114 Any other business

A brief discussion took place regarding extending our communication channels to patients and possible fund raising to “pump prime” any patient support initiatives identified by Narges in her role as Social Prescriber. It was agreed to consider these further at our next meeting

Resolved

16) That extending our communication channels with patients and possible fund raising initiatives be considered at our next meeting

Date of next meeting

Date of next meeting Monday 29 November 2021 unless additional meeting necessary in support of flu and possible covid booster injections initiatives.

The meeting concluded at 8.05pm

Specialists providing patient support direct from Lapworth Surgery

Jane – Nurse Prescriber – Clinics every Monday, Wednesday and Friday for minor illnesses, coughs, colds, throat, chest and ear infections. Also, hayfever, urine infections, skin rashes, diarrhoea and sickness etc. (adults and children over 5yrs Prescriptions for antibiotics if needed. Jane can give childhood and travel vaccinations, contraception, asthma, hypertension, COPD and warfarin. Jane also manages the Diabetic Clinic at the Surgery.

Bhavna – Clinical Pharmacist –Clinics Friday Mornings for medication reviews, as well as reviewing asthma, hypertension, COPD, CHD and mental health. Bhavna can review contraceptive pill and HRT medication, post hospital discharge medication and review any side effects from prescribed medication.

Sandy- Health Care Assistant- Tuesday and Thursday Mornings for blood tests, blood pressure checks, B12 injections, stitch removal and minor dressings, NHS health checks, flu vaccinations, Spirometry and ECGs.

Lucy – First Contact Practitioner for bone, joint or muscle pain. Diagnosis and assessments made, expert advice given, exercises recommended and referrals to specialist services made.

Hayley- Cancer Care Co-ordinator- GP referrals for support when newly diagnosed, Also Hayley will call if Breast and Bowel Screening and Cytology Smears are overdue.

Narges-Social prescriber-GP/Nurse referrals to improve patient health and wellbeing through practical, emotional and social support in the community.

Please try to make use of these medical professionals, in order to lessen the wait for a GP appointment, if you can. Thank you

