

Lapworth Patient Participation Group
Minutes of meeting held at 5.45pm at Lapworth Surgery 23 June 2022

Present : Heather Day (Chair); Chis Jacob; David Johnson; Arthur Prescott; Clive Whereat ; Doctor Caron Bates; Dr James Sutton; Julie Briney (Practice Manager); and Jenny from reception team

Apologies: Lizza Baines; Simon Lee; Kate Ray; Yvonne Wade ,Chris Sallnow

2207 Minutes of last meeting and matters arising

The minutes of the meeting were presented and approved. Under matters arising the PPG welcomed changes that had been made to the telephone answering system in response to concerns raised at the last meeting. These changes had resulted in speeding up answering times for the appointments line and patients were being told where they were in the queue. The feedback from patients to the changes had been positive

Resolved

- 1) That the minutes of the meeting on 28 February 2022 be approved**
- 2) That the new options menu and speeding up of the appointments telephone line be welcomed and the surgery be thanked for their response to the concerns raised in respect this at the February meeting**
- 3) There were no other matters arising not included on the agenda**

2208 Introduction and welcome from new Chair Heather Day

Heather welcomed everyone to the meeting with a special thanks to Jenny from the reception team who has joined the reception team at the surgery and had come to the meeting to introduce herself to the PPG members.

Heather advised a new member Chris Sallnow would be joining us at our next meeting but unfortunately was on holiday this week and also that Martin Jones and Andrew Waterfall had decided to stand down from the PPG.

She thanked everyone involved in the organisation of the small event held in honour of Dr Gareth Rowland upon his departure from the surgery and wished Dr Bates and Dr Sutton all the best the best for the future in running the surgery and assured them they could rely on the full support of the PPG.

Resolved

- 4) That Chris Sallnow be welcomed as a new member of the PPG**
- 5) That Martin Jones and Andrew Waterfall be thanked for their efforts and support during their time on the PPG and wished all the best for the future.**

2209 Report from PPG Treasurer Clive Whereat on Dr Rowland leaving event and gift donations.

Clive had circulated his report previously and reminded PPG members that most donations received had been via online banking. Where cheques or cash had been received these had been paid in arms-length from the Treasurer to ensure a full audit trail.

He advised a total of £2190 had been received for gifts for Dr Rowland of which £1001 had been spent on a kayak, a paddleboard and life jackets as requested by Dr Rowland. The photobook to enable patients to leave messages cost £56 with a new housewarming plant costing a further £40. Various banners, balloons and a giant presentation cheque for display and picture purposes cost a further £39. The balance of £1054 was paid direct to Dr Rowland via online transfer which he has confirmed receipt of and advised will be used to purchase wet suits etc and things for the new house.

As promised therefore every penny of the £2190 raised via donations has been spent on Dr Rowland and he has passed on his thanks for everyone's generosity which he found overwhelming.

As agreed at the last meeting it had been agreed to hold a small event for Dr Rowland to enable nominees from organisations and volunteer groups who have actively supported the surgery to give their good wishes for the future and formally hand over the presents purchased from the donations referred to above.

This event had been led by Yvonne Wade on behalf of the PPG supported by Arthur Prescott and his wife Cora.

The PPG were advised a total of £480 had been raised from ticket sales for this event of which £249.20 was spent on food for the event giving a balance of £230.80 remaining in the account to support future PPG initiatives.

Resolved

- 6) That the Treasurers report be noted**
- 7) That everyone involved in these events and those donating their time and providing funding for the hire of the hall, floral arrangements, and drinks etc. be thanked for their support which was very much appreciated**
- 8) That Dr Rowland and his family be wished all the best for the future**
- 9) That the balance of £230.80 remaining in the account to support future PPG initiatives be noted**
- 10) That any queries regarding the accounts can be addressed to the Treasurer via email farewellGR@hotmail.com.**

2210 Update from David Johnson on South Warwickshire Patient Engagement (SWPE)

David updated the Group on progress on the development of Integrated Care Boards which were replacing Clinical Commissioning Boards as part of national changes within the NHS.

He reminded the Group that the implementation of the Care Boards was due to start in July of this year and there was a period of transition taking place with new appointments being made and existing appointments coming to an end.

He advised this was a complicated reorganisation of the NHS with the introduction of Integrated Care Partnerships, Care Boards etc and whilst there was a clear intent by partners to make this work there was a lot of work to be done to make this effective, particularly ensuring the inclusion of the patient perspective.

He advised that perhaps inevitably the focus at the moment was on the integration of systems and collaborations with other organisations but SWPE would be reminding the new Boards of the need to also focus on integration for patients once the new system was in place.

On a separate subject David advised that SWPE had raised concerns over the new Midwifery Service within South Warwickshire with the Bidford Hub having being closed; and the one in Stratford being closed on safety grounds over the past week.

In the discussion that followed it was pointed out that this service was not operating as envisaged when it was set up, with patients having to travel long (and because of poor transport links) awkward distances to get to the Hubs.

The Doctors at the surgery advised that the general feedback from Lapworth Patients has been a major concern about continuity of care. The surgery was trying to escalate these concerns upwards via the Primary Care Network (PCN) and in response to a query from a PPG member confirmed they are not seeing any of the routine ante natal work for patients in our area.

Resolved

11) That David be thanked for his update

12) That the PPG expressed serious concerns over the current performance of the Midwifery service in our area and asked David to ensure this is escalated via SWPE.

2211 Communication with Patients

The Chair advised that currently the PPG communicated with patients of the surgery monthly via the three Parish magazines which covers most of the patients served by the Surgery and is delivered to each household within those areas.

It does not however cover Dorridge and Bentley Heath where approximately 150 patients are still supported having registered in the time of Dr Nicol but it was noted no new patients are being taken on from these areas because they are outside the Surgery catchment area.

The PPG also utilises the Next Door social media platform to circulate messages for information (such as the Surgery taking the decision to open on a bank holiday during the Queens Jubilee celebrations).

She advised that there is a desire to promote the website and encourage patients to use this as a means of finding out information regarding the surgery and the PPG but there is a concern regarding ensuring this is up to date and “decluttered” of old and out date information.

The Practice Manager advised the Surgery regularly review the content on the website but advised that any changes have to be done centrally rather than being capable of amendment at local level and the standard system comes with standard templates that are not able to be amended other than at NHS level under the existing contract which has 12 months to run.

It was suggested this be raised at the next PCN meeting to see if this is a problem linked to the way the PPG would like to see the system operate (update rights at local level for local changes) or whether this is unique to Lapworth surgery.

The Doctors advised they had changed the layout of the information boards within the reception waiting area providing space for the PPG to put up messages once approved by the Practice Manager as “fit for purpose”

There was a brief discussion on the use of the text messaging service provided by the surgery direct to patients and its benefits and limitations as a means of communication which was strictly between the patient and the surgery and not at all available for use as a communication tool by the PPG.

Given the continued challenges faced by the PPG in communicating directly with patients because of data protection and NHS guidelines Heather proposed (and had submitted a paper beforehand) the PPG seek to set up a virtual PPG managed and administered by the PPG rather than the surgery in an attempt to widen communication with patients with a particular focus on the 18-35 age group in order to try and make the PPG more representative of the Lapworth patient population. In supporting this initiative David advised this was a challenge being faced by PPGs throughout the South Warwickshire region and was part of a wider area review.

Resolved

13) That communication with patients be a standing item on the PPG agenda for 2022/23

14) That the decision by the Doctors to create a dedicated space on the notice board within the surgery waiting room be welcomed

15) That the proposal to seek to establish a virtual group of up to 100 patients be supported with a focus on the under 35 age group to make the PPG more representative of the surgery patient population

2212 Update from Dr Caron Bates and Dr James Sutton

There was a very positive message from the Doctor Bates and Dr Sutton who advised that patient times to see a Doctor were now largely back to pre-Covid performance with same day urgent appointments; next day for routine appointments with any doctor at the surgery; and 2 days for patients wishing to see a named doctor. **All Doctor appointments are now back to being face to face unless a patient asks for a telephone conversation.**

They advised patients are continuing to be asked to wear a mask in the reception waiting room to minimise the risk of spreading infection (not just COVID) and those with coughs and colds were being asked to wait in their cars or outside if possible until the Doctor or surgery staff came out to collect them.

The surgery was now up to date with reviews but still working on a small number of harder to reach groups of patients.

In response to queries from the PPG which enthusiastically welcomed this good news, the Doctors advised this had been achieved in part by increasing the Doctor sessions to 14 half day sessions per week (compared to 2 years ago when the surgery provided 12 sessions per week for patients) and better targeting patients to the appropriate clinician within the surgery whilst always ensuring a patient could see a doctor if they wished rather than a clinician.

The focus now was on improving systems and recall systems for patients which were now being reviewed on a monthly basis.

There was a small backlog on blood tests due to Sandy resigning to take up a full-time opportunity elsewhere, but the doctors advised a phlebotomist was coming into the surgery for urgent blood tests and patients were being advised blood tests were available at Warwick Hospital if they didn't want to wait.

The Doctors were currently advertising to replace Sandy who had done an excellent job for the Surgery and all present at the meeting wished her well for the future.

In the discussion which followed, the PPG commended the decision by the Surgery to open on the Thursday during the extended bank holiday to celebrate the Queen's Jubilee and asked that their gratitude on behalf of patients be passed on to all concerned.

Resolved

- 16) That the Doctors update be welcomed and the good news on waiting times for appointments be commended and widely shared**
- 17) That Sandy be thanked for all her hard work supporting patients during her time at the surgery and the PPG wish her all the best for the future in her new job.**

2213 Update from the Practice Manager Julie Briney

Julie advised that the new working arrangements for the Surgery meant Dr James Sutton was now at the Surgery 4 days a week and Dr Caron Bates 3 days a week. The patient population served by the Surgery was now approaching 3000 up from 2500 a few years ago but was now approaching maximum capacity without impacting on patient accessibility.

Julie advised she was reducing her hours to 3 days a week from July and the practice have appointed a Business Manager working across 4 other local practices to take over some of the functions currently undertaken.

Reiterating the comments from the Doctors she confirmed that patient access to appointments was now almost back to normal and there had been a positive response from patients to the new options menu available when ringing the surgery which had the added bonus of freeing up and speeding up the appointment telephone lines. Julie advised when ringing patients would know where they are in the queue and response times were back to pre-covid levels.

She advised that in respect of the on – line service for those wishing to access appointments and services online rather than by telephone, the Travel Health Forms facility had temporarily had to be taken down from the website because the NHS link wasn't working. She advised this had been escalated up and was in the process of being resolved.

She advised that like many Surgeries within the South Warwickshire NHS Region, whilst welcoming the additional clinician staffing appointments via Arden PCN in support of the new NHS 10 year plan, they were struggling to find space to accommodate them and space was now at a premium within the Surgery. She advised the Surgery was trying to be as flexible as possible and gave the example on the day she was off work, her office was utilised by Veterans as part of the Veteran Friendly Initiative without taking up medical clinician space.

In terms of operational issues impacting on patients, Julie advised she was still awaiting confirmed planned delivery dates for flu jabs for those that qualified but as in previous years the surgery proposed to operate a special flu clinic, most likely in the first or second Saturday of October. The NHS advice this year means that unlike last year the 50-64 cohort of patients are not being called for a flu jab.

In response to a question from the PPG she advised the surgery had received no further advice from the NHS regarding COVID vaccinations proposals for this winter.

Julie also advised that as part of the NHS digital initiative Lapworth Surgery was on the first wave of surgeries whose patients notes were being moved off site and being scanned so that the surgery doctors will be able to access patient notes on their computer in a safe and secure way. The process being undertaken was expected to take 2 months starting in September.

Resolved

- 18) That Julie be thanked for her comprehensive update on Surgery activity and the contents noted**
- 19) That the PPG circulate as widely as possible the flu clinic dates once they have been confirmed**
- 20) That the surgery doctors and staff be thanked for giving up their Saturday morning to enable the flu clinics to take place over and above their normal work schedule.**

2214 Introduction of our newest member of staff joining the Lapworth Surgery Team

The Chair welcomed and introduced Jenny, who had joined the Surgery reception team in November. Jenny comes from a Health Care background. She confirmed she had been welcomed by patients and staff at the Surgery and found it a good, if sometimes challenging environment to work in, and was enjoying the role.

The PPG welcomes her to the job and thanked her for taking the time to join us at the meeting.

Members asked if there was one single thing which would make her job easier what would it be? She advised that ensuring patients, when ordering prescriptions, allow and understand the need to allow two full working days before coming in to collect them.

The PPG agreed to publicise this clearly via their various communication channels.

Resolved

- 15) That Jenny be welcomed to the Lapworth Surgery Team**
- 16) That the PPG undertake to communicate widely the request for patients to allow two full working days from placing their order before coming in to collect their prescriptions**

2215 Review of the purpose of the PPG

Since this was Heather's first meeting as the new Chair of the PPG, she had circulated a questionnaire to existing PPG members for their views on what they saw as the purpose of the PPG from their perspective.

She presented a summary of the results of that feedback and produced a one-page synopsis of what she thought our role should be building on what has been achieved to date using the acronym NHS.

Lapworth Patient Participation Group

Aims

N	Notify	<p>To ensure a consistent and updated flow of information from the surgery to ALL patients and from patients to the Surgery.</p> <p>To notify the Surgery of any concerns that patients have.</p> <p>To notify patients of any health initiatives.</p>
H	Help	<p>To help the surgery whenever and wherever required via verbal, written, physical or financial support.</p> <p>To give feedback and make helpful proposals and suggestions for change, which will further improve services for patients.</p>
S	Serve	<p>To support the surgery by maintaining their services to the community by being a critical friend.</p> <p>To continuously improve the patient experience and monitor provision.</p> <p>To involve patients as much as possible.</p> <p>To support health awareness and patient education initiatives.</p>

Resolved

17) That the aims of the PPG based on the acronym NHS be endorsed

18) That Heather be thanked for pulling this together based on feedback from the individual PPG members

Date of next meeting

The date of the next meeting was agreed as 5.30 p.m. Wednesday 19 October at Lapworth Surgery

The meeting concluded at 7.45pm