

Westgate Practice

Patient Participation Group (PPG)

Minutes of Meeting Friday 17th February 2023

1.30 – 3.00pm - Boardroom

Chair: Sheila Espin

Present	Apologies
<p>Chair – Sheila Espin (SE)</p> <ul style="list-style-type: none">• Prof/Dr Helen Stokes-Lampard (Dr H)• Sara Allen (SA) – Patient Liaison Officer/Minutes• Betty Bradbury (BB)• Pamela Black (PB)• Tim Boyns (TB)• Sue Charles (SC)• David Dundas (DD)• Pamela Playle Mitchell (PPM)• Judith Plimmer (JP)	<ul style="list-style-type: none">• Sam Ellicott (SEI)• Margaret Harding (MH)• Brian Mills

Agenda Item		Actions/By who
1.	<p>Welcome & Apologies The meeting was chaired by Sheila Espin (Chair); eight PPG members were in attendance together with Prof Helen Stokes Lampard as GP representative and Sara Allen (Patient Liaison Officer/minute taker) who were all welcomed to the meeting by SE; three apologies were noted.</p>	
2.	<p>Minutes/Actions/Feedback from previous meeting</p> <p>PPM asked a question about Accelerated Access (pg.3) – How far back will patients be able to see in their notes?</p>	

	<p>Dr H responded that only from the release date forward.</p> <p>PPM asked if we were still unable to count the no. of unanswered calls; Dr. H confirmed this.</p> <p>PPM asked about Mental Health services available for young people at the practice. Dr. H responded that schools would normally have these services available; tend to be 'lighter touch' such as counselling.</p> <p>SE (pg.2) confirmed that a letter had been drafted by SE & DD to send to Cllr Pullen rather than Cllr Eadie who had failed to respond to previous correspondence from the group. The letter would be tabled as an agenda item.</p> <p>TB wished to say 'thank you' to the practice for sending a card of appreciation for supporting with the 'Flu clinics'; SE said that the PPG group should log its achievements.</p> <p>SC wished to correct pg.7 – not her comment re elderly people getting appointments - ? MH.</p> <p>SC gave compliments to Dr. H for the James Mackenzie lecture that she gave; SC had watched on it on the 'U Tube' link.</p>	
3.	<p>Update of recent practice changes in day to day operating: covid-19 booster and 'flu vaccination update (Dr. H/SA)</p> <p>Dr H stated that there had not been that many changes recently. Confirmed that Shenstone is now fully open.</p> <p>JP asked if patients can still get general health checks; Dr.H responded that they can.</p> <p>Dr.H spoke about staff no.'s at the practice. We now have over 100 staff working within the practice; there are currently 13 GP partners & 9 salaried GP's. PPM asked about the ratio of patients to GP; Dr H responded that we have less than average no. of patients per GP. This is however increasing generally due to patient need. SA to see if a response has been received from ICB re closing our lists.</p>	SA

	<p><u>Covid/Flu Vaccinations:</u></p> <p>SA gave stats: The giving of covid autumn boosters stopped on 12.02.2023. We are still able to give flu vaccinations up until 31st March 2023 which is the end of flu season.</p> <p>Total Given: Covid = 6485 Flu = 6636</p> <p>We will not be offering Spring Boosters as it would mean taking away vital services to deal with a small number of patients who can access a booster via the commissioned providers. We are looking to offer the 'Flu/Covid vaccine in the autumn as required; awaiting news from JCVI about future programmes.</p> <p>DD enquired about the age profile of those that had been vaccinated; SA to see if we can provide these stats for the next meeting.</p> <p>Dr H informed the group that the uptake of the vaccines has generally been down; there are currently 6,500 patients in hospital with covid; 40% of who are in because of covid. However the severity of the disease is dropping as is the death rate; currently seems to be a 60 day cycle of rising and falling rates. We are hoping that the system/type of vaccine will make administration of the vaccines that we will give in the autumn more efficient.</p> <p>PPM asked about rates of long Covid. Dr H stated that she is part of the National Task Force and at present, according to the WHO definition, there are around 4 million people affected in the UK. There is no particular demographic affected; specialist centres have been set up nationwide. Main symptoms are long term fatigue; M.E.; Fibromyalgia.</p> <p>PB said that Michael Rosen (children's author) has written a very informative book called 'Sticky McStickStick' which is about his long recovery from covid.</p>	<p>SA</p>
--	--	------------------

4.	<p>Latest Practice Workload Statistics/Complaints/Compliments (SA)</p> <p><u>Other Practice Stats November/ December 2022:</u> (These are compared to the previous 2 months figures September/October 2022)</p> <ul style="list-style-type: none"> ➤ Phlebotomist appointments – 2294 (564↓) ➤ Face to Face ANP appointments – 1688 (327 ↑) ➤ Medication Reviews – 2593 (34↓) ➤ Telephone Consultations – 6885 (144 ↑) ➤ Face to Face GP appointments – 2366 (476↑) ➤ Face to Face Practice Nurse appointments – 2154 (642 ↓) ➤ Diabetic Reviews – 296 (61 ↑) ➤ Smear Tests – 250 (43 ↓) ➤ Asthma Reviews – 286 (75 ↑) <p>During this period the practice was closed for the Christmas and New Year break; overall down 200 appointments.</p> <p><u>Complaints November/December 2023: Total = 35 (39 in previous 2/12)</u></p> <p><u>Total No. of Formal Complaints = 20 (23 in previous 2/12)</u> <u>Total No. of Informal Complaints = 15 (16 in previous 2/12)</u></p> <p><u>Topic of Complaint included:</u></p> <ul style="list-style-type: none"> ➤ Clinical Care ➤ Prescription Issues ➤ Practice Arrangements ➤ Communications <p>4 letters were sent to patients during this 2 month period with regards to addressing their poor behaviour/attitude.</p> <p><u>Compliments:</u></p> <p><u>Total Number of compliments received (by letter; email; website; NHS website; telephone; verbally) Nov/Dec 2022 = 19</u></p>	
----	---	--

	<p><u>Comments included:</u></p> <ul style="list-style-type: none"> ➤ Just wanted to say that the doctor was kind; caring & helpful ➤ Thank you to the lovely receptionist for her help today ➤ The doctor was knowledgeable; listened to me & had a lovely manner ➤ Thank you to all of you for all your hard work & for being there through difficult times <p><u>Friends & Family Test</u> has resumed; box in main reception entrance for blue paper slips & instructions re website feedback.</p> <p>203 Received in November/December (198 from box & 5 online):</p> <p>Very good = 176 Good = 19 Neither good nor poor = 2 Poor = 2 Very poor = 4</p>	
5.	<p>Update re Local Council Developments and Councillor Letter (DD/PB)</p> <p>SE tabled a draft letter that had been put together by herself and DD addressed to District Councillor Doug Pullen as Cllr Eadie had failed to reply to previous letters. All agreed it was a good letter and SE would now hand deliver.</p> <p>SC and JP said that they had received invitations from the council to meetings about local housing developments.</p>	SE
6.	<p>Update re ICB (SA for MH)</p> <p>SA had received some information via MH to email out regarding the working of the ICB People and Communities Assembly.</p>	SA
7.	A.O.B.	

	<p>DD concerned about the heating system and its efficiency at the practice. A new system is currently being installed by NHS Property services. Dr H stated that all of the development is being done as part of the NHS Green Buildings initiative. DD would be interested to know about the type of thermostats are being fitted on the radiators, SA will try to find out.</p> <p>Dr H raised the issue of the council proposing to relocate the disabled parking bays in Lichfield during an 18 month trial from opposite the Wilko store in Bore Street to the Cross Keys Car Park. The consultation for this is ongoing so members can comment; there is also an online petition.</p> <p>JP raised the issue of getting being able to get an x-ray done post hospital discharge. Dr H responded that it is a common problem; letters from consultants are often delayed and there can be confusion over who will be organising it.</p> <p>JP asked generally about post-natal checks; Dr H informed the group that the number of Health Visitors has dropped; if the family are not considered high risk then minimal checks are done.</p> <p>SA tabled information about a review into local Mental Health inpatient services as a facility had not been re built following the fire at the George Bryan Centre several years ago.</p> <p>DD asked if an acknowledgement should be received when ordering a prescription via Patient Access. Laura Griffiths IT Officer joined the meeting - stated that there will not be feedback from Patient Access will need to go on to the NHS App to see this.</p> <p>SE raised the question that according to the TOR for the PPG group officers are in place for a 1 year term. She and the Vice Chair have been in their positions for 2+ years, can be excused in part by covid. Also the group should hold an AGM this year.</p> <p>Dr H responded that SE and PB would need to consider if they were happy to continue in their roles; the rest of the group consensus was that they would happy for them to continue. SE and PB to let SA know after the meeting. SA to inform Dr H. of their decision.</p>	<p>SA</p> <p>SE/PB/SA</p>
--	--	---

	<p>Dr H felt that a virtual AGM could be a possibility; date to be agreed; put out to all patients who were previous virtual members; there should be a tight agenda including a chairs report. Dr H and SA to look into the viability of this.</p>	
<p>8.</p>	<p><u>Date & time of the next meeting:</u></p> <p>The next meeting will be held on Friday 23rd June 2023 at 1.30. – possibly AGM meeting.</p> <p>The other dates for this years meetings will be:</p> <ul style="list-style-type: none"> • Monday 25th September 2023 at 1.30 • Friday 8th December 2023 at 1.30 	