

Zoom Meeting minutes – Mill Street Medical Centre

Patient Participation Group

Date: 2nd March 2022

Attendees: Canon Geoff Almond (Chair), Janette Bonney, Dr Flett, Jackie Kells, Kathryn Campbell, Anne Halliwell, Virginia Griffin, Eddie Downes, Alan Keenan, Mike Balmford

Apologies: David Watkins, Glyn Jones, David Appleton.

1. Telephones

Janette explained that someone from the IT providers, had been investigating the reported problems. One problem identified was that a phone line inherited from Lancaster house had not been configured correctly. There should be new funding available for new phones and problems to be rectified.

2. Staffing.

Advanced Nurse Practitioner (ANP) Karen Lee has left the practice to work in a community role. The practice continues to try to employ more GPs, however there have been no applications for these posts. A focus of the practice is to sustain the workforce.

Dr Hargreaves is the GP lead in the Care Home Primary Network Group which hopes to bring in new staff.

3. The future.

Dr Flett explained that the future of how Primary Care is delivered, is continuing to change, not just for Mill Street, but nationally.

It has been identified that GPs at the practise have approximately 30 direct contacts daily with patients per clinician. This includes: face to face, phone, and video appointments. In addition: 40 to 50 prescriptions to review and questions to respond to per clinician each day.

Review and triage by the staff is important before progressing and enabling care from the appropriate clinician.

The practice "smart" website signposts patients to the correct practitioner. e.g. Local pharmacist for coughs and colds.

The staff at Mill St includes : GPs, ANPs, Physiotherapist, Podiatrist and Pharmacist.

Ideally, GPs should be dealing with more complex patient problems and having a longer appointment slot of up to 30mins if necessary.

It is important that patients understand that a visit to the "Doctors" has changed and that support, advice, diagnosis and prescribing can be carried out by other health care professionals. The PPG should be supportive in ensuring that patients embrace the changes to Primary Care.

Members of the Patient Group expressed their concerns about the impact that the modern practice system may have on patients with mental health issues.

4. The CCG has its own patient group (of which Geoff Almond is a member) which is working on how to negotiate primary care with all its constraints.

5. Concerns were expressed about non Mill Street practitioners not having access to patients' medical records. Unfortunately, the "out of hours" provision and hospitals can only see some elements of a patient's Shared Care Record. It can take time for notes from an out of hours consultation to be added to a patient's medical record. A review is being carried out to improve cohesion between the systems used.

6. The impact of immigrants and refugees on our practice and nationally was discussed.

7. Vulnerable patients.

MSMC vulnerable patients – particularly LD we have a dedicated team of admin/HCA/Senior clinician who contacts the patient/carer and arranges an annual health check. We telephone rather than write as we find this works for this particular group. The patient then comes in for an appointment with the HCA then a senior clinician to complete the comprehensive annual review. Appointments for this group of patients are on a Thursday afternoon and are carried out each week throughout the year. If we are unable to persuade a patient/carer to come in for a review we then refer to Willis House who have care workers who make contact with them to see what the barriers are for not attending or consenting to the appointment to see what can be accommodated. We also do home visits for this review if necessary. Mill Street has a particularly high number of patients on this register and to ensure they are reviewed we have to ensure everyone is captured each year. We also are monitored on a monthly basis by the CCG with our review rates.

8. New PPG members.

Two patients expressed an interest in joining the group in December and a further two more recently. Geoff Almond will make contact with the four patients and invite them to our next meeting. Before the next meeting, the Terms of Reference for the group need reviewing.

9. Starting in April, patients' 4th covid vaccinations will be administered to: vulnerable patients, care homes, and over 75s. No further guidance has been published to date.

10. Some criticism of the reception communication was raised. However, another member expressed her gratitude, on behalf of herself and others, on how staff made the reception and waiting area feel safe during covid restrictions and were very helpful.

11. Dr Flett suggested that the Thursday morning coffee club should be restarted in Autumn following its success pre-covid.

Next meeting: **2:30 pm 7th June by Zoom**