**Fenny Compton & Shenington Surgery**

**PPG Meeting Agenda**

**Monday 28th February 2022 @ 6pm via zoom**

**Present:**

PPG Trevor, Dee, Pat, Emma & Clive

Practice Dr Tom Sharples & Lisa

**Apologies** Jennifer

Tom thanked everyone for joining the meeting and acknowledged how long it had been since the last meeting due to the pandemic. To checked that everyone had a copy of the agenda.

* **General update on COVID**

Tom updated the group on the ways the practice is changing its systems to adapt to the challenges of the pandemic. Initially, the appointment system moved to telephone consults but has now changed to half telephone, half face to face and patients can decide on the method. Lots of patients prefer a call due to their busy lives. The issue at the moment is that a lot of patients have a long list of the issues they want to discuss. Some of the GPs will only deal with 1 issue whilst others will help with as many as they can safely. This has an impact with more face to face patients and the clean down needed in between each patient.

At the moment, the wait for a routine GP call is 3-4 days and a face to face appointment is 7-10 days. Tom asked what the group felt about how the practice is managing. Dee said that most surgeries are having the same issues and felt a triage system could help by getting a paramedic/pharmacist or ANP to triage all incoming calls. Emma was surprised to learn that patients wish to return to face to face consults as her industry still prefers calls. Pat said she had heard first-hand how demanding patients can be towards the reception team and added that perhaps reception could ask how many problems patients had when they booked. Tom explained how the Duty Dr system works each day as this is based on triage like the model Dee had outlined.

Tom felt face to face contact was important and the group agreed. Emma suggested that patients’ expectations are met at the start of the call so that patients know they can’t expect a long list to be dealt with. Tom also felt a move to full triage would take away the human element of the care provided. Trevor feels that most patients have waited to seek medical advice and this will pass once the initially spike is dealt with. Trevor suggested re-visiting this in 3-6 months to see if there’s been any change. Pat asked if other services could help, such as 111. During hours the patients are sent directly back to the surgery. Dee asked if the practice uses e-consult. Tom confirmed it does but it adds another layer of work with varying time frames in which to respond and more work for the reception team.

Emma said that despite the difficulties outlined, the practice is providing a great service and she knows this isn’t everyone’s experience. Dee added that we always answer the phones. Tom and Lisa thanked everyone for their comments.

* **Monies from FOFS & PCN**

The PCN had left over funds that have been shared amongst the member practices. This allowed the practice to purchase a new fridge for the dispensary. Monies donated to FOFS allowed the purchase of another fridge for the dispensary at Fenny Compton. Both fridges are high spec and help to maintain temperatures accurately. Remaining PCN funds have also allowed the practice to purchase air conditioning for both dispensaries. This is another measure to make the service as safe as possible and will ensure the medicines are not exposed to temperatures over 25 degrees.

Trevor asked if the practice had received air purifiers and Lisa confirmed 2 had been provided by Warwickshire council.

* **Staffing**

Lisa provided an update on the team as there have been a number of changes. 2 members of the reception team left to move to the coast, Pip and Pam. Both had worked here for a number of years, especially Pip (10 years) new staff are in place or on the way. A new GP starts on 20th April, Dr David Havard. He was the GP registrar in 2020/21 and will be working full time. Dr Jess Smith starts her maternity leave at the end of May and Dr Carl Evans will be covering for her. A member of the dispensary team retired and an advert is currently running for her replacement. Tom also updated the team on Sam, who sadly died in early 2021 and told the PPG about the tribute for her at Shenington (tree & commemorative plaque)

* **Website**

Lisa thanked the group for their input into the new website. The goal is to make the website as helpful as possible and to reduce calls to the surgery if the information can be found online. Dee asked if it would help to put the asthma questionnaire on the website. Lisa confirmed this is sent via AccuRx ahead of the annual review but it wouldn’t hurt to make it available in this way too. Dee also suggested webinars from guest speakers every 3-4 months which patients can log in to watch. Tom and Lisa thanked Dee for her feedback, both of these are great ideas.

* **New telephone system**

Tom asked how everyone is finding the new phone system. The group agreed it’s a good system and that the phones are answered and they like the queue system which tells you where you are in the system. Lisa confirmed it’s easy to program and if calls build, she can divert resources to help. Emma liked the opening message which asks patients to call back after 10.30am if their enquiry isn’t urgent. Lisa said she’s working on a voice message from Jan or Tom to explain why receptionists ask for a reason for the appointment.

Dee asked about the 4 day turnaround for prescriptions and suggested we advertise this more broadly to ensure patients are aware. Lisa will feed this back to the dispensary manager. Trevor asked if patients could be messaged when their medicines are ready to save calls to the practice. Lisa has been looking at this with the dispensary manager using the AccuRx system.

* **South Warwickshire Patient Engagement**

Lisa shared the invitation with the group. Trevor had planned to attend but can’t and Lisa will share any minutes that are received.

* **PPG wording on website**

Lisa has shared the proposed wording for all South Warwickshire practice websites which has been suggested by the Federation. Lisa asked if the group would take a look at the proposed wording and either accept or amend as appropriate. Lisa also asked for suggestions for the PPG page of the website. Previously Lisa has published meeting dates, agendas and meeting minutes. The group agreed.

* **Patient survey**

Tom asked if the group would be happy to write & design a survey for patients to undertake. Tom added he felt the survey would have far more impact if it was written by the PPG as it will have a different perspective than the practice. Emma agreed to lead on this as she does this as part of her job. Everyone agreed on this and to sharing ideas with one another.

* **Any other business**
* Tom asked for the groups’ opinion on having a presence on social media. Dee agreed and proposed an account that only allows the practice to post and not to accept comments. The practice could publish opening hours, updates and important notices to patients.
* The group asked if COVID volunteers could be utilised in any way as the vaccination centres start to close. The volunteers could potentially help with the workload and some had been entering information for COVID vaccines. Tom thought this was a good idea and agreed to look into it with Lisa.

**Next meeting** – Everyone agreed that meeting via zoom was convenient and 3 monthly intervals would be enough. The 6th June was proposed as it avoids the Queens’ jubilee celebrations.