

PPG Meeting Tuesday 7th March 2023 7.00pm held at Woodley Surgery

Attendance

Steve, Chris, Kate, Yasmena, Judy, Sheena, Bill, Leaza,

Apologies for Absence

David, John.

Notes of Meeting 10.01.2023

Notes of the meeting were agreed

Matters Arising

There were no matters arising

Report from Parkside Practice

February and March have been very busy. Covid boosters will be rolled out this month to the over 75's and the immune suppressed patients.

From the 17th April over 50's will be invited to have a Covid booster. Leaza thinks the take up of this booster will be less than last time as people are getting fed up with 6 monthly vaccines. Leaza is hoping to organise vaccine clinics on a Saturday during the day and a Tuesday evening once a month, but this will be dependent upon the availability of staff. At the moment it is not known which vaccine will be available.

There has been an increase in the number of DNAs (did not attend) in the last few months. A tougher system will have to be implemented as DNAs without a good reason are depriving patients that should be seen and cannot get an appointment. It is also wasting the time of the Doctors and clinicians and is costing the Practice money. After 2 DNAs a letter is sent. After 3 DNAs the Practice can inform the patient that they will need to register with a different surgery.

There has been a lot of sickness in the last few months further stretching the staff.

The Practice is looking to recruit another salaried GP. The problem is the lack of space for an extra person so some remote working may be an answer.

Yasmena asked about on line booking and said some that the Surgeries of her work colleagues could book online using a system called eConsult. Leaza said that the staff did not like this booking system and there had been lots of negative feedback on social media sites so Parkside was not using that system.

The staff are able to monitor if a slot becomes vacant and can if practicable book another patient into that slot. They are monitoring this all the time to make the best use of available slots.

The online booking system has been sorted. There are a certain number of appointments that can be booked on line. These include blood test results and follow up discussions. The online slots are released frequently and can be booked for up to 6 weeks in advance. All the slots are booked immediately.

The appointment times are released as 8.00 to 11.00am, or from 1.00pm.

On the day appointments are available in the usual way.

Doctors can book their own follow up appointments with a patient.

Dr Burchardt's Research

Bill reported on this very interesting discussion.

Dr Burchardt said unfortunately she did not get funding for her research last year but now she knows how the system works and the requirements she will apply again and is hopeful this time to be successful.

This time she will be using a survey called Understanding Society which began in 1991 with 10,000 participants now there are 40,000.

It is conducted to take into account various factors like ethnicity and so is weighted to compensate to give a true snapshot of the whole country.

There is training available on how to use this data..

The survey asks questions about mental health and for Dr Burchardt's research the number of times a year a GP is consulted.

Patients with 1 to 2 appointments a year were in the 18 to 35 age group, however 6% of all participants in the survey contacted doctors 6 to 11 times a year. The vast majority of participants contacted doctors much less frequently.

Dr Burchardt is hoping to use the data from 2017 (pre Covid) and 2021 (post Covid).

She will look at the outcomes for patients diagnosed with serious problems that were infrequent attenders compared with more frequent attenders.

A system of flagging infrequent attenders would have to start with the reception staff as they are the first point of contact.

There was a blood pressure clinic for patients who had not had blood pressure taken for several years and 8 patients were found to have high blood pressure which was corrected with medication. Some of them had not had their blood pressure taken for 20 years.

Questionnaire Results

30 responses – we need to reach 60 for increased validity. Leaza will prompt the reference group to respond quickly as the questionnaire asks for responses based on 2022 so will soon be out of date. Could PPG please also complete the questionnaire if they haven't already done so. (Only Leaza's email is recorded on the contacts at the end of the survey.)

Some minor changes from the update in January, and additional responses; reported information is summarised below:

- 70% don't know about PPG
- 90% have been with the practice for more than 5 years
- 60% are aged between 55 and 64
- 53% female
- 76% white; 13% Asian
- Satisfaction levels are high – 73% rated 5-7 and 66% likely to recommend the practice to others
- 50% contacted the practice 1-4 times; 6% more than 12 times
- 50% used the phone; 16% in person; 3% used the website
- 80% are satisfied with the rooms and facilities
- 36% reported difficulty in booking appointments; 33% found it easy
- 33% saw a doctor on the first day of contact

- In the last 12 months 76% had an appointment with a nurse 66% with a GP
- 73% were satisfied or fully satisfied with the care they received; 6% not
- Most frequently cited improvements suggested included: booking system, on line booking; continuity of GP care
- Some very positive comments about care eg 'staff brilliant'; negatives reflected frustration eg on admin
- Topics that respondents were interested in: women's health; men's health; mental health and changes to the NHS. PPG should look ahead at how to introduce education and information sessions on these topics. The practice recent experience in running BP clinics suggests people would turn up to learn more Expanding the membership of the PPG

One of the questions asked on the survey was what sort of talks would be of interest. It was thought that a talk on a subject of interest to patients put on by the PPG and surgery could raise the profile of the group. People would attend and we would be able to canvas for members.

Talks of interest in the sample questionnaire were men's/women's health, social prescribing, diabetes management and encouraging patients to take their own blood pressure and how to do this properly.

Expanding the membership of the PPG

The people who have expressed an interest will be contacted.

Sheena said other successful PPGs had talks of interest on health matters.

Leaza said that at the moment to put on talks would be difficult with the staff already stretched and Covid boosters soon but perhaps this could be looked at in the future.

A.O.B.

Bill hopes to attend the Annual Research Lecture by the Alzheimer's Society to be held in London train strikes permitting.

The title of the lecture is

'Hypothesis to Hope: A Turning point in dementia treatments'.

Date of next meeting

The date of the AGM followed by the ordinary meeting will be 2nd May 2023 to be held at Woodley Surgery at 7.00pm.

The meeting closed at 8.20pm.