

Bruton Patient Group Meeting

15 October 2021 by Microsoft Teams

In attendance:	Angela Coldman (Vice-Chair), Virginia Membury, Olivia Spencer Jane Hobbs (Practice Manager), Barbara Williams-Yesson (Director of Nursing & Governance, Symphony Healthcare Services)
Apologies:	Elisabeth Ingles, Fran Steele

Item	Notes	Who	When DD/MM
Welcome & apologies	<ul style="list-style-type: none"> AC welcomed members to the Patient Group meeting. 		
Actions from previous minutes	<ul style="list-style-type: none"> Minutes were approved; to be added to the website Matters Arising: <ul style="list-style-type: none"> Patient Behaviour: JH advised that behaviour had improved recently though incidents did occur. There had been more push-back to national media stories, and incidents did correlate with national news. BWY noted that practices were simply asking for civility, and to recognise what was out of our control and governed by others. 		
Chairman's report	<ul style="list-style-type: none"> AC noted the recent Flu Clinic which she and RC had supported which was really lovely to see lots of familiar faces and worked very well. 		
Appointment of a New Chairperson	<ul style="list-style-type: none"> Following the resignation of RC due to relocating, it was important to appoint a new Chair for the PPG. BWY noted that many practices were struggling with PPG recruitment and particularly for Chairs. The role was intended to be a 'critical friend'. JH would promote through Facebook and website etc, and PPG Members were encouraged to 		

	<p>share the word through their local networks.</p> <ul style="list-style-type: none"> • Contact with be made with Nigel Engert, Chair of Wincanton Health Centre’s PPG for ideas. • OS suggested that patients would be actively involved in discussing interesting projects and initiatives, and VM suggested the Open Mental Health service. 		
SHS General Update	<ul style="list-style-type: none"> • BWY introduced herself as the Associate Director of Nursing and Governance and part of the SHS Executive Team, with a background as a senior nurse. Her role included governance issues (risk management, incidents, patient safety), research and she was the PPG Chairs Link and Infection Control Lead. • SHS now held 20 contracts in Somerset including one in Devon. On 1 October, SHS took over the four practices previously managed by Somerset NHS Foundation Trust at the request of the Trust, as SHS’s sole focus was on primary care. In total, SHS now provided primary care services to 120,000 patients. • There were no current plans to take on more practices. Instead, there was a planned period of consolidation as many practices came to SHS when they were struggling and needed support otherwise they would have closed. • The key challenges were: <ul style="list-style-type: none"> ○ GP recruitment, although this was a national issue and a GP takes 10 years to train ○ Shortage of other clinical staff, eg nurses, pharmacists ○ Finance. For example, the £250m mentioned as winter funding is already in the system so is not new funding ○ Demand has increased 20-30% against pre-covid rates and has sustained ○ Practices are not closed, but were told to be digital first. Lots of patients prefer this for many reasons. The latest guidance advises triage before face-to-face contact, and lots of patients feel they need a F2F call which is often not necessary. ○ Fewer staff and increasing demand means something has to give. ○ Telephone consultations are more time effective and more time can be given to F2F appointments where they are needed. Overall, practices are providing more patient 		

	<p>contacts, though in different ways that F2F.</p> <ul style="list-style-type: none"> ○ COVID Vaccinations have increased the workload further ● SHS Achievements in 2020/21 include: <ul style="list-style-type: none"> ○ COVID response and vaccination programme ○ Excellent flu campaign ○ Redesigned website to make more user friendly ○ New telephony system to improve access ○ Infection control measures are mandated by NHSE/CCG, and are focused on prevention of COVID outbreaks. So far, only one outbreak at any SHS practice and no closures. ○ AMGP (or similar services) were mandated by NHS England, and practices/SHS could only choose which service to use. At the time AMGP was the best system, though other systems have since improved. ● LM has vast CVD experience, works to a GP level and is often asked for advice by GP colleagues. ● CQC – many practices were taken on when they were struggling but all have now achieved good (one result awaited). Aim now is to move to Outstanding. ● BWY provided an update on the development of the Integrated Care System in Somerset, and the merger of Yeovil Hospital with Somerset NHS Foundation Trust planned for October 2022. 		
Demand and Activity Review	<p><u>Appointment & Activity</u></p> <ul style="list-style-type: none"> ● JH provided an update on recent activity and comparing to the year to date. This showed that: <ul style="list-style-type: none"> ○ Incoming requests through AskMyGP continued to average 300-350 per week though this has reduced slightly over the summer period ○ In addition to AskMyGP requests, other activity within the practice has increased. Activity in the recent quarter was: 		

<u>Activity</u>	<u>July</u>	<u>August</u>	<u>September</u>
Phone calls in	3387	3052	4109
AMGP requests	1276	1237	1456
Medications issued	6087	6644	6595
Referrals made	192	166	181
Test results	2169	1948	1314
Documents coded	970	806	916

○ Other work undertaken but not reflected in the patient activity data included:

- Appointments for other clinicians such as Practice Nurses & HCAs, Healthcoaches, MSK Physio, women’s health clinics
- COVID: vaccination clinics including booking and staffing
- Practice administration: patient registrations and deductions, prescriptions, private fee work
- Service development: introduction of birthday recalls, contracts, Green Impact, early cancer diagnosis, QOF
- Meetings: Gold Standard Framework for palliative patients, safeguarding for adults and children, staff, clinical, Primary Care Network, PPG, patient ‘huddles’ twice weekly
- Information: bulletins, emails, webinars, training, website, Facebook, etc
- Practice maintenance: staff & HR issues, finance, premises, safety alerts, prescribing updates, websites, newsletters, complaints

Practice Update	Staffing <ul style="list-style-type: none"> • The GP vacancy continued to be advertised • Emma Goldsmith had joined us in August as a Nurse Practitioner & Lead Nurse • Two healthcoaches had moved on, one to a Social Prescribing role with the Primary Care
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	<p>Network</p> <ul style="list-style-type: none"> • Two Receptionists had joined the practice. <p>Appointments</p> <ul style="list-style-type: none"> • The Clinical Team appointments continue to be managed through AskMyGP and be telephone consultation first. In person appointments are arranged if medically appropriate by the GP • Flu and Smear appointments were now available to book online • Blood test appointments had been delayed due to the national shortage of blood bottles <p>Premises</p> <ul style="list-style-type: none"> • COVID precautions continued to be in place due to the size and layout of the building meaning social distancing was very difficult. The protection of the building for the safety of vulnerable patients and staff was paramount, as an outbreak would mean the closure of the practice. <p>Governance</p> <ul style="list-style-type: none"> • A faulty data logger had resulted in the loss of 110 flu vaccinations on the advice of Public Health England • Some comments had been made on Facebook but no complaint received to enable the practice to respond. • Complaints Report 2020/21 – the annual return had been submitted to NHS England which showed: <ul style="list-style-type: none"> ○ 27 formal complaints received during 2020/21, of which 5 were upheld fully and 5 upheld partially, with 17 complaints not upheld. ○ The complaints report was shared with PPG members for information. 		
Primary Care Network update	<ul style="list-style-type: none"> • The PCN as been focused on the Covid vaccination programme in recent months which has worked very well and has received much positive feedback. Booster vaccinations commenced in September. 		

	<ul style="list-style-type: none"> • A PCN Away Day was held on 14 October to reset the priorities for the remainder of this year and next year in line with the national requirements. 		
AOB	<ul style="list-style-type: none"> • VM advised that YDH had reported its busiest ever summary and were dreading winter, and the whole system was struggling. 		
Date of Next Meeting	<p>The next meetings were agreed as follows:</p> <ul style="list-style-type: none"> • Friday 21 January 2022 • Friday 15 April • Friday 15 July • Friday 14 October <p>All meetings provisionally 11.00am -12.30pm, to be held by Teams Zoom or in person (to be agreed before each meeting).</p>		