

FIRS HOUSE & TELEGRAPH STREET PPG

MEETING 13TH FEBRUARY 2024

1. **Present:** Ian Copeland (Chair), Denis Payne, Dr. Simon Robinson, Hooda Abdullah, Fei Ni Toole, Libby Mead (Practice Manager), David Jenkins, Geoff Moore, Amanda Holloway, Debbie Goodrick, Neil Davies

Welcome to Dr Robinson and Neil Davies.

2. **Apologies:** Eileen Wilson, Colin Eagleton
3. **Introductions** were made for the benefit of new members.
4. **Matters Arising and Action Points**

No further comments on minutes from 12/12/2023. Actions reviewed. Updates noted below and in the appendix.

Action All : to send a photo for the PPG noticeboards in Histon & Cottenham

The PPG email address on the web site is only currently accessible by FNT. Alternative options need to be investigated so that any member of the PPG could, if necessary, have access and respond to any communications. It was suggested that individual personal email addresses be added to PPG noticeboards and web site alongside photos. This was not agreed by everyone.

Action: IC to initiate options for PPG email access and whether to provide individual personal email addresses

5. **Patient Feedback**

- There had been some positive feedback regarding the use of text messages improving communication with patients.
- The question related to reducing the need for monthly visits to doctor/pharmacy for patients on long term repeat prescriptions was raised again. On request, for some medicines, GPs are able to send a “batch” of prescriptions to the pharmacy. The batch may cover prescriptions for say, a 6 monthly period, thus enabling the pharmacist to issue medicine to the patient on a regular basis (usually monthly) by drawing down the next prescription without the patient having to visit the doctor again during this period.
- The question about keeping the front door locked, right up to the first appointment time was raised as an issue again. Options that allow staff to answer the phone (up to 8.30) and have a lunch break (up to 2pm) and still enable access to building in time for first appointment are under consideration. Suggestion to move first appointments of the session to 08.35am and 2.05pm respectively. This will be discussed next time.

6. Practice Update

From SR

There has been good feedback from patients recently. The appointment system is better for patients and doctors. Text messages are being well used. Dr Sarah Bastiani has returned to the practice. The practice also welcomed a new registrar and were anticipating the return of a doctor from maternity leave in April.

Q: What is the current workload for doctors/nurses – Some patients are being sent to Newmarket Road for blood tests as earliest available at surgery would be over a month away. Routine appts are still way out in future.

A: Patient demand is still huge. Routine appts for doctors are 5 weeks. Urgent blood tests can be done by nurses in special slots. The practice is looking at ways to bring routine appts forward – but is difficult as there is no additional capacity either space or staff.

Q: Extended access (where patients can be offered appointments elsewhere and at different times) seems to be a hidden system and is not routinely offered. Are medical records accessible for extended access appointments?

A: Access to GP extended access appointments is limited – they are mainly bookable on Friday, and mainly for nursing appointments and blood tests. Enhanced Access used a different IT system to Firs so access to records might have been a problem in the past – but should be better now.

Q: It would be useful to have data to illustrate the issues with lack of appts etc. Can we have current data.

A: Yes – in hand with LM (see action 16)

From LM

The CQC had arranged a “GP Responsive Online Inspection” call (on MS Teams) with the practice, but then didn’t turn up . It was rescheduled. The immediate feedback seemed positive and the report is awaited. Family and Friends feedback ratings were generally good or very good in February, January, and December.

Q: How many GP trainees do we have and how are they performing

A: There are currently 4 trainees being supervised by Drs Bastiani and Manning. All are excellent. GP trainees collect patient and staff feedback as part of their training.

7. Finance Update

No change since last meeting. NB Cycle stands money to be spent by end of April.

8. Revisit Format and Timing of PPG Meetings

If face to face meetings have to be held at the Firs, then they need to be held after surgery hours which makes for an unacceptably long day for the staff attending. Hence the change for this meeting. The staff could attend face to face meetings if they were held off premises and

during working hours (so probably similar time to zoom calls). There was discussion about how a fixed day/time would preclude some people from joining PPG and therefore limit diversity of the membership. It was suggested that it may be possible to hire, free of charge, an external room. Some rooms are available for community purposes. Other comments and suggestions included:

- SR and LM amenable to offsite face to face meetings for every 3rd meeting.
- DP suggested once a year face to face;
- DG noted that we had already agreed to hold alternate meetings face to face.
- Does SR have to be at every meeting? – is there scope to have a meeting without staff and then feedback? Other PPGs do not have staff in attendance.
- **Action IC** to jot out a note on proposals for further feedback.

9. External meetings

Notes from the following meetings were circulated by email:

- Cambridge Primary Care Patient Group (CPCPG) meeting of 25 Jan 2024
Northstowe GP services will not be available until 2028 – It was reported that residents can register at Over or Willingham. LM clarified that Northstowe is not within our catchment area and the practice won't be registering patients from there.
- Healthwatch meeting of 9th February
update from colleague by email – NHS 111 consultation. **Action LM** to add Healthwatch items on practice website

Points of interest:

- Cambridgeshire & Peterborough NHS 111 and urgent care services survey

10. Chair of PPG

KS is still not available to return to the position of chair of the PPG. IC would like to stand down from temporary acting chair position. Nobody put themselves forward to step into the role.

Discussion points included:

- Could it be a rotation post?
- Is IC prepared to remain? IC prepared to continue until spring.
- DJ proposed GM.
- Perhaps share the work? Maybe GM could attend external meetings of interest such as CPPPG and Healthwatch meetings.
- DG asked if someone could explain the role of the chair? **Action IC** to find role definitions and circulate.
- DP: Can any member of PPG attend meetings or does it have to be the chair? Anyone can attend Healthwatch meetings, Chairs usually attend CPPPG
- LM thanked IC for his hard work as chair which included meetings with LM

11. Any Other Business

None

12. Date of Next Meeting

Tuesday 9th April at 16:15 via Zoom.

Proposed: Tuesday 25 June meeting tbc

DRAFT

Appendix – Action List

No	Date	Who	Action	Status
1	20/06/2023	LM	To review information on practice website re appointment system and expand where necessary. Update 13/02 - done everything that can be done.	Complete
2	20/06/2023	IC and LM	To agree other content for PPG notice board and website. Update 13/02/24: To include updated photos	In Progress
3	20/06/2023	FNT & DP	To discuss PPG email security option with KS. This may now be possible as KS now available (updated 10/1/0/23) To publicise email address on Firs/PPG website and monitor (updated 12/12/23) Update 13/02/24 Correct email address is now on the web site, but only FNT has access. Alternative options to be discussed – see item 22	Closed
5	20/06/2023	IC	To contact members to start planning process for future event. Waiting for better weather	In Progress
10	10/10/2023	LM& FNT	To make updates to the website to include an explanation of the various apps/systems in use when to use them. To improve the wording on the website used to signpost patients requesting repeat prescriptions. FNT has some further comments (Update 12/12/23) Update 13/02 – as for action 1	Complete
14	10/10/2023	IC	To write article about PPG for local publications	Carried over
15	10/10/2023	IC	To contact Jan Payne to discuss possibility of giving a dementia awareness session.	Carried over
16	12/12/2023	LM	To prepare a set of activity data for review prior to circulation/publishing publicly	In progress
17	12/12/2023	AH & LM	To review telephone procedures relating to “identity” of caller Update: Number needs to be “withheld” due to system limitations.	Complete

No	Date	Who	Action	Status
			<i>Update 13/02/24: Each patient can request for number to be "not withheld" on call back</i>	
20	12/12/2023	LM	To review and address patient feedback On agenda	Complete
21	13/02/2024	All	Everyone to send photos to Libby	New
22	13/02/2024	IC/ALL	To discuss options for PPG email access and whether to provide individual personal email addresses	New
23	13/02/2024	IC	To draft a note on meeting proposals for further feedback.	New
24	13/02/2024	IC	To circulate PPG role definitions and other responsibilities of Chair.	New
25	13/02/2024	LM	Add Healthwatch items on practice website	New