**Musters Medical Practice Patient Participation Group (PPG) meeting**

**3rd August 2021 6-7.15pm via Microsoft Teams**

**Attendees**

Paul Midgley (PM - chair), Mike Prior (MP), Louise Duffield (LD), Christine Jones (CJ), Janet Coleman (JC), John Burnett (JB), Jane Morris (JM)

**Apologies**: Tom Wedgewood, Wanda Martin, Petra Westlake, Helen Neville, Barbara Worts, John Prestage

1. Welcome, introductions:

Jane Morris joins the PPG. Has background in comms and project management, currently working with Connected Notts on various data integration projects including Care Homes, Remote Consultation, and Patients Know Best (PKB)/Notts NHS App as Project Manager, so keen to offer her insight and support to group and practice. Working with Rushcliffe Practice Managers group via Nikki Lucas.

LD’s husband also works in NHS Comms (currently nationally)

1. Minutes of last meeting – no amendments.
2. Review of action points:

**CJ to check re patient access in particular regular health checks/reviews/missed diagnoses – what’s the estimated backlog and how will the practice manage this?**

Practice only stopped face to face activities including chronic disease reviews for 6 weeks in first lockdown (March to May 2020). Have since resumed and caught up (?) and health checks are again being routinely offered. MP case to be raised. JB confirmed he’d had all his done.

**CJ to check: Can we use the old coffee bar area for patient education/engagement activities e.g. helping patients with digital access, etc?**

Watch this space! Funding sought to create some pods for social prescribing team (e.g.) to have private discussions that don’t need consultation room equipment.

**JP to bring up setting up a Practice Facebook page at next partners meeting.** Re-emphasised at August meeting – in ‘broadcast only’ mode a FB page will reach a wide cross-section of the practice population really quickly without risking a deluge of comments back

1. **Practice Update**

**Quarterly Practice Development Meeting (QPDM)**

Confirmed practice can close Thurs pm once a month so will re-introduce QPDM in Sept (date tbc). PPG members welcome to attend, meet staff etc. Starts with lunch. Will invite social prescriber, practice pharmacist (Hamali), and physio (very popular service).

ACTION: CJ to inform PPG of Sept QPDM date

**Digital engagement**

Practice want to re-start Newsletter – could the PPG pick this up? CJ cited Keyworth’s practice newsletter example (below)



ACTION: Convene comms subgroup to devise newsletter and onwards comms thereof. Plan would be to host on MMP website, message patients via M-Jog to download, plus have hard copies in reception. Date set 7th Sept 6pm Portello Lounge for subgroup meeting.

**Appointments/patient access**

Face to face appointments now routinely available for those who want them. 50:50 split f2f vs phone/online appointments.

**Staffing update**

Receptionists currently short staffed – 1 retired, not yet replaced, recruitment underway.

3 new GP registrars start in August (2 under JP, 1 under Laura Turnbull)

Nurse team: Helen Sowter retiring. Val going part time. Recruitment underway.

**Receptionists focus**

Showing the strain of 18 months dealing with COVID measures/new ways of working, staff shortages, increasingly abusive patients. Some instances of not handling situations as professionally as usual. Any specific named feedback please send to CJ confidentially.

Phone now has a queue system telling caller where they are on queue. NHiS putting on message about not acceptable to abuse staff – may put phone down if abused.

CJ: Google reviews have often been more negative vs overall feedback (including annual GP survey where practice scores above average on all aspects vs other Rushcliffe practices). Investigate Google reviews and can see other Google reviews from these contributors. Tend to be negative in all their reviewing activity not just MMP. But MMP does take all feedback seriously so invited comments to be made in writing to CJ so she can deal with them. MP also raised very positive feedback for receptionist Jo who went above and beyond when lift was out of order. LD says can ask patients for compliments to drown out negative Google reviews – really simple (like many places do)

MP: Lift out of order complaint – signage poor in the area near the lift, cannot see till you get to the lift area, by then too late. Maybe taxi etc could drop at reception instead if they could see clear, large signage saying lift out of order. CJ: waiting for part to come from Germany so could be a while longer. Signage improved.

ACTION: Create practice Facebook page for outgoing notices e.g. Lift out of action – move to becoming proactive. Also link to MJog messaging for patients known to have mobility issues when lift problems pre-appointment. COVID boosters, Flu, NHS App login problems, etc. All would be great broadcast topics. Other practices now do this locally. CJ supportive. Thinks partners will be too. LD happy to offer advice to Practice when setting up the MMP Facebook page. CCG has already issued guidance on Facebook for practices.

**ACTION**:

Do newsletter article about respectful treatment of NHS staff including reception

LD assist practice to set up Facebook presence – outgoing messages only

JM: Sherwood Forest hospital have faced increasing patient abuse and have used social media to flag need to be considerate to under=pressure NHS staff

JC also noted increasing poor behaviour of parents dropping off kids at her pre-school.

MP: Would it be helpful to have a patient rep on receptionist recruitment panel? Offered his help

**Space/facilities**

CJ: we need more clinical space for extra GP registrars. Have nearly 10k patients now. Still have space if convert some spare rooms into clinic rooms (see also note about old coffee bar for social prescribers consultation rooms)

**Flu jabs**

CJ: Saturday 25th Sept and 9th October – have 1000 jabs on each day to give out. On website already. Facebook!! Will also offer opportunistically to eligible patients at routine appts.

Q: could PPG use Flu Saturdays to answer queries about the NHS App/PKB? Would need not to impede flow of patients. Could be on way out after the jab – need to coordinate with the patient flow arrangements/sited accordingly. Could pre-warn patients with PPG stand in entrance hall before automatic doors. JM – can source Connected Notts display materials used in mass vaccination COVID clinics. MJ: do volunteers need to be DBS checked to do patient facing activity like this? NUH volunteers do (RAPID don’t/aren’t). JM to check re Connected Notts on this

ACTION: CJ to discuss with partners.

1. **Standing items**

Patient access including digital

Patient communication including digital

PCN feedback/other relevant info from other external groups

October Focus topic – Feedback/actions from communications sub-group

Potential Focus topics:

* Type 2 diabetes/other conditions likely to increase as a result of lockdown – what are the practice’s contingency plans?

ACTIONS SUMMARY:

1. **See CJ actions above** – carried over from previous meeting
2. **CJ to inform PPG of Sept QPDM date**
3. **CJ to check: 2 x September flu clinic Saturdays -** have PPG members on hand to manage questions about the NHS App & PKB (if approved, **JM to source NHS App materials and display stuff from Connected Notts**)
4. **CJ/JP to raise with Partners re: “Re-setting communications” – a strategy for how Musters Medical Practice engages more effectively with patients (could include NHS App, Facebook, Newsletter, website revamp etc as part of the strategy).** Agreed to set up a Comms subgroup on 7th September to develop a new practice newsletter, hosted on the website, sent out via M-Jog, with hard copies on reception. **LD** offered to support setting up the Facebook page.
5. **PM: Comms subgroup meeting** arranged for 7th September 6-7pm Portello Lounge. Output=newsletter
6. **Comms subgroup**: Newsletter article about respectful treatment of NHS staff including reception
7. **JM: do volunteers need to be DBS checked** to do patient facing activity like talking about PKB/Notts NHS App?

**NEXT MEETING**: 5th October 2021 6pm-7.15pm on Teams. Invitation already sent out.