

**PPG Meeting 15<sup>th</sup> February 2024**

**Attendees:**

**Valerie Stanislas (VS); Diane Taylor (DT); ;Brenda Baker (BB);Anne Wade (AW); Grace Balogun (GB); Khairoonnissa Asaria (KA); Gaynor Lloyd (GL);**

**Apologies: Ian Preskett (IP); Caroline Wulff-Cochrane; John Carroll; Gobind Grover;Keith Perrin**

<b>TOPIC</b>	<b>INFO</b>	<b>COMMENTS</b>
<b>Matters arising from last meeting</b>	<b>9. Access and Same Day Access triage to PCN hub</b>	We are aware of the plans; however there has been no official word/paperwork to the surgery. We will of course update everyone once we hear something. VS has guessed we will not hear anything until we have gone live with the cloud-based telephony as it a necessity for the new model to work.
<b>List Size</b>		Decrease of 91 patients since last PPG meeting.Much of the "loss" is attributable to patients flagging with" FP69 status". These are patients which have been contacted direct by the NHS/ICB, e.g. for a patient survey, and the letter has been returned as unknown at that address. If we have not been able to confirm they are still registered within 6months, they will automatically be removed from our patient list.If they subsequently contact the practice, they can be reinstated, as long as they are within the surgery's catchment area
<b>Staffing changes</b>	1 change	Delina had a lovely baby boy in December 2023.  Her replacement left after 3 days but that was due to unexpected personal reasons unrelated to the surgery. On 14.02.24 we interviewed for another replacement and have made an offer which has been accepted.
<b>Appointments/DNA Rates (“Did Not Attend”) and telephone appointments generally</b>	Unreliable data	The numbers are still skewed by the number of telephone appointments. (Covered in previous PPG meeting notes). However we have run the December 2023 and January 2024 appointments, and they report as follows:  December 2023- <b>132</b> Clinical appointments missed. January 2024 – <b>133</b> Clinical appointments missed.  We will continue to monitor these and see if we can break down the report further to show the individual DNA rates broken down across different staff - Nurse/GP/Extra roles like Clinical pharmacists, physio (PCN staff ).

<b>Complaints</b>	1	1. Complaint regarding the Dementia care of a patient- currently being responded to.
<b>Telephones</b>	<b>Go live 19/03/2024.</b>	SSRAMS (Site specific risk assessment and method statement) submitted to the Property Services Management of the Surgery's landlord who had to approve all aspects of the installation before it could go ahead. We are waiting their official go ahead then everything is in place for the planned go live date of 19/03/2024. <a href="#">Afternote: The works have now been agreed and the 'go live' will proceed as planned on 19/03/2024.</a>
<b>Viewing Medical Records</b>		Medical records & Patient access rights : patients can see their own medical records going forward from 31/10/2023 (i.e., not your records earlier than that date). Although patients can register through the NHS APP which will also show you your hospital correspondence and appointments ,patients will <b>need to come into the surgery with ID</b> to activate your Patient access rights.
<b>Mental Health Practitioners and other roles</b>	Mental Health Practitioners have been appointed to the Brent Primary Care Networks but not yet allocated to the individual GP practices.	After the PPG group continued to press for information on the recruitment of Mental Health Nurses announced by the ICB, VS had been rigorously following up with our PCN to find where our allocation might be. VS has now been informed by the PCN Medical Director that the Mental Health practitioners were hired from CCG/ICB budget, and were not assigned to GP practices for their own patients. After discussion in the meeting, it was agreed this needed further clarification. The meeting also asked that we should learn how all the additional roles (ARRS), like dieticians, social prescribers, physios) are shared across all the PCNs in Brent <b>Action:</b> DPT will email Dr Raja to question this and request a meeting with a PCN representative. <b>Afternote:</b> <a href="#">Dr Raja has responded and is happy to meet with the PPG and hopes he can join via a Teams link at the next PPG meeting as he has another meeting the same day. Alternatively, another date can be arranged.</a>  <a href="#">I have spoken to his HR lead and she has advised there were three Mental Health Nurses hired by the ICB through their budget, one for each PCN [ However 2 have left and the other is leaving imminently [Dear me...are there any others in the rest of Brent, please? Not quite as we heard before!].</a>  <a href="#">He has advised from April, with the new budget the surgeries will be agreeing the adverts and I have</a>

		<p>confirmed Mental Health Nurses/Practitioners are Sudbury's priority.</p> <p>The surgery had lost its dietician, because of budgetary issues in our own PCN. The group was unhappy to hear this but DT/VS will follow up. We currently have 2 clinical pharmacists (3 sessions a week); one social prescriber and one physio, both one day a week.</p> <p>Afternote</p> <p>DT advised a new dietician will be starting at the surgery w/c 11/3/24 1 day per week; which day will be advised to PPG.</p>
<b>e-consult</b>	<p>Approximately 6 per day. No issues or complaints raised in relation to the service. The PPG members raised that the new Same Day Access plans refer to everyone using Patches, and we had heard that this system was found to be very unsatisfactory by our surgery so we reverted to econsult. The surgery has not been advised of any plan to return to Patches.</p>	
<b>SMS messages -</b>		<p>The surgery no longer has MJog (which sent out SMS message reminders) and are transitioning over to the built in EMIS facility. Many patients have stated they are receiving messages; however GL confirmed she did not get a message for her nursing appointment.</p> <p><b>Action:</b> VS or MM to check when messages are sent and to ensure that, where possible, everyone gets a message to confirm and remind of appointments.</p>
<p><b>Next Meeting:</b> Thursday 6<sup>th</sup> June 2024 1pm</p>		