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| Dawley Medical PracticePatient Forum  |

**Minutes of Meeting 3 June 2023:**

**Attendees:**

(PS)Patrick Spreadbury (Chair), (LP)Lynn Pickavance (Vice Chair), (MH)Maggie Hunt, (DH)Denise Hallet (Practice Manager), (JS)Jayne Stones (Admin)

**Apologies:**

Brian Churm, Neil Clarke, Diana Clarke, Simon Meadows, David Hunt

**Minutes of Meeting 27 January 2023 & Matters Arising**

 The minutes of the meeting 27 January 2023 were approved as a true record of the meeting. There were no matters arising requiring further action.

**Practice Update**

DH gave an update on changes at the Practice.

**Staffing**:

Dr Megan Bevis joins us from Knockin Medical Practice as salaried GP covering 6 sessions a week. She will be working Mondays, Tuesdays and Fridays.

Dr John Davies had reduced his hours further and will be staying with the Practice as a “locum” GP covering absences only and no longer on a regular weekly basis.

Dr Hannah Bufton is off for the foreseeable – very sadly, Dr Bufton has been diagnosed with breast cancer. We are expecting treatment to be successful and for her to return later in the year.

Dr Kathryn Lovett continues with her maternity leave until mid/end November 2023 and long- term locum Dr Oluchi continues to cover her absence.

The Practice is recruiting to replace an admin staff member who resigned recently. Reception and the nursing team remain stable. We are recruiting to find a nurse manager to replace Sally Gallimore.

Helen, who was the Macmillan cancer care coordinator on the Macmillan project, has now joined as care coordinator for Wrekin PCN.

The PCN is bolstering its urgent care capacity with paramedics and advanced nurse practitioners to make good use of the PCN funding for additional roles.

**Buildings**

The Practice is working with the ICB to use any funding available to change the carpets/flooring and sinks in all clinical rooms to be compliant with the latest infection control protocols. There are also plans to change the flooring and seating in the waiting room.

**IT systems & Telephone**

The Practice continues to work with the ICB and NHSE to access any funding to upgrade our phone system to a cloud based one as required by NHSE and to terminate our contract with the current provider early. The initially expected April 2023 date for change-over has had to be moved back to the end of the year when the Practice hopes to have a new phone system installed. The new system will have virtual call queue facility and will be integrated with the Practice EMIS system making calls in and out faster and more efficient. And, most importantly, more lines to accept inbound calls.

**Flu vaccines 2023**

Flu planning will be discussed in our June clinical meeting. The Practice will be looking to repeat the Super Saturday vaccination clinic(s). Vaccines are expected to be delivered to the Practice during the last week in September. This year the flu cohort does not include the under 65s not at clinical risk. No news on winter covid vaccination programme as yet. As soon as all arrangements are finalised patients will be informed. Patients will be invited to book a flu vaccine slot once date confirmed.

*Update: A mass vaccination clinic has been provisionally set up for Saturday 7th October 2023*

**Enhanced Access**

DH gave an update on usage of appointments within the Enhanced Access scheme within Wrekin PCN. The PCN continues to offer appointments every weekday evening and at weekends. Dawley MP continues to offer appointments on Tuesday evening between 6.30-8pm and on one Sunday a month. After 6 months of operation of the Enhanced Access scheme and based on the contract and number of appointments per population, Dawley MP is offering exactly the right quantity of appointments. There is still concern within the Practice about the “DNAs-did not attend” rate in the nurses’ clinics, which are mostly pre-booked face-to-face appointments. PS asked if there was any data yet to show usage of appointments across the three constituent practices in Wrekin PCN. DH explained that the extended access site does not as yet have the facility to pull appointment data off and reiterated that Dawley MP is doing everything it can to make good use of these appointments as they suit many of our working population, and to reduce DNAs.

**Car Park**

Members expressed their thanks to the local council for being successful in negotiating with the landlords, Assura, a solution to the long-standing lack of maintenance and access problems with the carpark and for agreeing to resurface the whole of the car park and mark out designated Dawley MP parking spaces.

PS/LP reported to the group on a conversation thread on Cllr. Shaun Davies’ Facebook page during which Cllr. Davies had made some statements about the background leading up to the then landlords, Matrix, blocking off a large section of the car park and lack of any remedial work to the area covered by the Practice’s lease with the landlords. Cllr. Davies had stated that DM had sold part of the car park that was no longer needed for a planned extension to the Practice to a ‘ London Consortium’ . DH confirmed that this is factually untrue as the Practice has never owned any of the land the Practice building is on or sections of the car park. It signed a 25-year lease in 2002 with the landlords (Matrix) for the building and 40 designated parking spaces (staff and patients) for which it pays monthly rent to the landlords. Later in the conversation thread referring to the lack of maintenance to the car park Cllr. Davies stated that the Practice had ‘refused to pay’ for any repairs. DH confirmed that this is factually untrue. Maintenance of the car park area is not the responsibility of the Practice. It was felt by members that these false statements did nothing but cast a slur on the Practice and added fuel to the fire of unfair patient criticism about the Practice on social media.

The consensus of the meeting was that PS should write a letter to Cllr. Davies expressing the Patient Forum’s concern about his untrue statements about the Practice and should provide accurate facts about the Practice’s relationship regarding its tenancy and financial obligations with the former and current landlords (Matrix and Assura respectively), also emphasising the Practice’s numerous attempts to engage with the landlords to get them to fulfil their obligations. It was also agreed that the letter should point out that, at no time prior to the recent work on the car park, have any local or town councillors been in touch with the Practice to discuss the car park issues

*Action: PS to draft letter to Cllr. Shaun Davies. Completed 27 June 2023*

*Update: Brief reply received from Cllr. Davies 31 July 2023 in which he failed to address the factually incorrect facts he had made on his Facebook page. Cllr. Davies together with other local councillors have been invited to attend the next meeting of the PF in September.*

 **Appointments in General Practice**

DH had shared the NHS Digital’s appointment data for April for general practices in Telford & Wrekin with the group. It was noted that Dawley’s figures for Face-to-Face appointments in April 2023 at 46% of total appointments were still considerably lower than other local practices. DH reported that it had been decided that, going forward, call handlers would be booking patients in with a face-to-face appointment if they had already had 2 previous telephone consultations about the same problem. In addition, some conditions would automatically be offered a face-to-face appointment on first telephone contact. It was hoped that these changes would eventually result in an % increase in face-to-face appointments. PS agreed to share any updates on appointment data with members.

Links to the latest NHS GP Patient survey and the NHS Digital Appointments

 in General Practice for May 2023 below:

*GP Patient Survey 2023:* <https://gp-patient.co.uk/>

*Appointments in General Practice*:



DH reported that the Practice was looking to set up an urgent care hub to maximise on -the- day capacity (Part of the changes to the GP contract 2023/24 is to offer appts within 2 weeks of request), hence increasing urgent/on the day capacity. This will also maximise the PCN Additional Roles Reimbursement Scheme (ARRS) funding the Practice gets for use of Advanced practitioners and paramedics to support the GPs and provide urgent care appts.

**Capacity & Access**

As part of the 2023/24 GMS DES contract all GP practices are required to put forward plans on how they are intending to increase access to appointments for a greater number of patients.

DH reported that to assist practices in reviewing their appointment procedures the NHS has invited practices to sign up to the General Practice Improvement Programme (GPIP). This is not obligatory. Access and Capacity is a 26-week programme similar to the Time4Care programme the Practice completed last year, which proved to be very useful. The programme will look at the type of appointments practices offer, IT solutions and Face2Face versus telephone appointments. The programme is due to start later in June. Dawley has applied join the programme and is waiting to hear if accepted.

*Update 1: Dawley was accepted onto the programme and is currently taking part in weekly training sessions.*

*Update 2:PS has heard from ICB sources that as of mid -June only 5 practices in Shropshire, Telford & Wrekin have signed up to the GPIP.*

As part of the GPIP and to assist the Practice in gaining information from patients on how easy they find access to appointments DH reported that a patient survey was being drawn up and to be carried out during surgery time on different days of the week later in June - August. PS and LP agreed to assist with this and to link this with promoting the advantages for patients of the NHS and Patient Access Apps.

 

**Practice/Patient Handbook**

Draft copies of a new updated Patient Handbook had been shared with members before the meeting. Members thanked Sue Dhingra for her work in bringing together all the information to be included**.** Members accepted the contents of the draft version which would be issued to new patients and available on the Practice website. Once finalised, the handbook will be available on the Practice website and a laminated copy will be available in Reception for patients to read. It was suggested that copies of a one-page summery version with the most important information should be available in Reception for patients to take.

**Patient Forum membership**

PS informed the meeting that although there were over 20 members of the Patient Forum on the list of members, all of whom were regularly informed of meetings etc, replies to invites to meetings were never received from a number on the list. It had previously been decided that all names on the current list were to be contacted and requested to confirm if they wished to remain as members of the PF. Patients were informed that a non-response would be taken as the patient no longer wishing to remain a member of the group. Only 9 positive responses were received. After discussion the meeting agreed that a recruitment campaign should be undertaken to encourage more patients to join the group. Posters and information were to be displayed on the Patient Forum noticed board in Reception and a post to be added the Practice’s Facebook page when up and running by the autumn.

**AOB**

**Manage My Referral App**

DH reported that, to help patients manage their referral online using the e-RS manage your Referral (MYR) website, patients will be directed to the booking webpage where they can access the MYR website. Patients can book, check, change and cancel their appointment online via the website. The website has been integrated with the NHS App, where patients can view and manage referral appointments from the “appointments” section. Further information is available via the link below. According to NHS Digital only 27% of patients know about this service. Information is to be displayed in Reception and added to the waiting room screen and the Practice website

<https://www.nhs.uk/using-the-nhs/nhs-services/hospitals/nhs-e-referral-service/>

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**Date of next meeting Tuesday 26 September 05.00 – 07.00pm at the Practice**