



PPG Meeting – 3rd March 2021

1. Attendees

- Surgery
 - Dr D. Carlton Conway
 - Susan Trounce
- PPG
 - Phil Anderson
 - Alan Bellinger
 - Angela Bettridge
 - Sandy Black
 - John Dent
 - Susan Devi
 - Cecilia Fenech
 - Bill Gilbert
 - Tim Hawkins
 - Rachel James
 - David Roberts
 - Peter Stubbs

2. Keeping the Phone Lines Open

The PPG has expressed concern in the past that patients calling the surgery were being told that their issue could not be addressed as the current day's list was full – even before the scheduled cut-off time. This is causing a very poor patient experience and is a frequently quoted cause of dissatisfaction over many months.

It was explained that this occurs due to a combination of circumstances – e.g. below GP and Nurse headcount, demand due to Covid, supporting the Covid Vaccination Centre at Batchwood. The Surgery was optimistic that the situation would improve in the foreseeable future due to the potential to relax Covid restrictions, GPs now on headcount, and GPs having to do work that hospitals would normally do.

The Surgery said that it had plans to review the Assessment Process in the future and was re-looking at the whole capacity management issue now that staffing levels are improving. This was welcomed by the PPG and support was offered in terms of any re-design. The PPG pressed for a review of whether triage could be at the PCN level in order to facilitate efficiency.

There are wider telephone issues that include

- All telephone lines full message when one tries to call in the morning; could the capacity be increased?

- Increase in call levels due to Covid (especially regarding vaccinations); are there other ways to handle this?
- Lack of bookable appointments. It was explained that some urgent bookable appointments are released at 8:00 pm but they are snapped up quickly thus providing further evidence that demand outstrips supply. (NB the PPG query related to non-urgent appointments whilst the 8:00pm released appointments are for urgent follow-up; it appears there is no capability to apply for non-urgent appointments)

3. PCN Update

The PPG expressed concern that the evolution of the PCN consolidation seemed to be slow and that the potential benefits that could come from this were not being captured yet. It was explained that there were already some benefits in terms of shared resources within the PCN (physiotherapy, pharmacist, health coach), but progress had slowed down due to Covid. The PPG requested a roadmap as to how the PCN would evolve and it was suggested that Dr McAndrew attends the next PPG meeting in May.

4. Referrals to Private Healthcare

An explanation of the way Choose&Book referrals were made was given and it seems that referrals can be made to Private Healthcare where appropriate although the team agreed to review procedures and report back. Patient Choice would make a good subject for a future newsletter.

5. Covid Vaccinations

The progress on vaccinations at the Batchwood Centre has been excellent, although the current issue is that supplies to the centre are unpredictable and as there is very short notice as to what will arrive when; this means that the advance notice that can be given to patients is minimal in stark contrast to the notice that is given under the national system.

The PPG especially requested information on the take-up among minority groups and the Surgery acknowledged that the data was incomplete although anecdotally it was good and not noticeably differ to the overall average.

6. Premises

The PPG requested an update on premises given that it was some time since the subject had been reviewed. We reprised the situation prior to the pandemic. When we last met at the Maltings the physical limitations of the building was discussed. Space was at a premium and it was impractical to improve access. We were also advised that local hubs would best provide external shared specialist services to the PCNs. The nearby and now demolished NHS Medical centre, had provided clinics for Glaucoma, diabetes, mother and baby, age mobility, speech therapy, diet etc.

Currently the District Council is overseeing the redevelopment of the city centre and given the current state of retail there may be opportunities within that. For example use of the old Barclays building. In the longer term the PPG is to be consulted about local NHS services. The Surgery agreed to review the position and report back at the next meeting.

7. Any Other Business

Due to the lack of time this agenda item was not covered.

Alan Bellinger

8th March 2021