

George Clare Surgery Patient Participation Group Meeting Tuesday 18th June 2024 at 7pm

Agenda

1. Recruitment
 - a. GP
 - b. Reception
 - c. Administration
 - d. Nursing
2. Enhanced Access 24/25
3. DNA (Did not attend) figures
4. Group Consultations
5. GPIP (General Practice Improvement Programme)
6. Local developments
7. New Chair
8. AOB
9. Date of next meeting

Present from the Practice: Dr Kim Gabbitas, Melissa Morley (Practice Manager) & Mary Hutson (Social Prescriber)

PPG Attendees: Ron Hodson, Ted Croucher, Richard Angood & Mike Quinne

Apologies: Charlie Radburn & Caroline Brimson

1. Recruitment

Dr Mark Tyler will be retiring from the Practice in November. We have successfully recruited a GP to replace him and hopefully there will also be some overlap prior to his departure which will increase capacity and allow the new GP to settle into the Practice. Unfortunately, due to funding, at this time we were not able to take on a further GP but we are hopeful in the future this may change as we would have really liked to have employed 2 GPs to give the Practice further capacity.

A number of our staff have internally changed roles from Reception to Administration and Reception to Dispensary so there is going to be a crossover period whilst we recruit and new staff get up to speed. Hours are currently being covered internally within these Departments. We have hopefully

successfully recruited and new team members will be starting over the coming weeks.

The Administration Department has recently had a staff member resign due to going self-employed. These hours are going to be covered part internally and some through external recruitment.

One of our Practice Nurses is due to go on maternity leave in August. We are currently advertising for a Practice Nurse for maternity cover. Cindy Williams-Millar, our Advanced Nurse Practitioner, is going to be taking on a day of diabetes reviews per week to support with backfilling along with 2 days of a Practice Nurse and the support of our trainee Nursing Associate due to qualify to Nursing Associate later this year.

2. Enhanced Access 2024/25

From July, Louise Nash Advanced Nurse Practitioner will be running 2 evening telephone consultation sessions per week. In addition, we have advertised for our team to sign up to evening sessions. Some additional hours will be provided during Practice core hours where demand is highest.

3. Group Consultations

Dr Kimberley Gabbitas talked about group consultations and that the Practice will be starting these hopefully from September. We are aiming to roll these out for newly diagnosed diabetic patients to help educate and provide a support network amongst the attendees.

4. GPIIP

The Practice has been asked to take part in the General Practice Improvement Project. We will be looking to start this in September. This requires the Practice Manager, Reception Team Lead and GP Partner to take part in regular meetings to work on improving an area within the Practice. The Practice would be looking to work on appropriate appointments to improve care navigation and patients getting to the right place first time to support with continuity and patient experience.

5. Local developments

The Practice understands that the Town is growing with numerous developments, our patient list size has not significantly changed over the past

few years. We continue to strive to keep making changes and adapting to demand.

6. New Chair

Melissa Morley asked Ron Hodson to kindly outline the role of Chair to the group. Ron Hodson explained that the role can be as much or as little as you want. Fenland and South Fenland Primary Care Network board meet every 2 months and every other meeting is face to face. Health Watch Patient Participation Group Forum meetings every 3 – 6 months. The previous Chair would support the Practice by running a Facebook Page for the patients and where patients expressed issues or concerns on Facebook, she would advise of the Patient Participation Group contact details to act as a support to the patient and liaison with the Practice. Mike Quinn commented that he may be interested in the position in the future and it was decided to park for discussion at the next meeting.

7. Walk In Patients

The Practice has started to see an increase in patients walking in for appointments. There are many ways to book an appointment with the Practice; via telephone, face to face, AccuRx medical submission through the website and online from SystemOne bookings. Patients walking in can attend late when we are at capacity for the day and with no routine prebookable appointments available. Sadly, this has led to an increase in rude and abusive behaviour towards our Reception Team, recently leading to the Police being called. The group discussed patient information being displayed to sign post walk-in patients to.

8. AOB

Integrated Neighbourhood Team

Ron Hodson discussed with the group that Charlotte Lawrence Integrated Neighbourhood Project Manager would like to attend our next group meeting. The group agreed they were happy for Charlotte to attend and Ron Hodson to liaise with her.

9. Date of next meeting:

19th September 2024 at 19:00

