

Patient Participation Group Meeting 19th September 2024

Present from George Clare Surgery: Melissa Morley (Practice Manager), Dr Angela Stevens-King, Dr Kathryn Garnham & Mary Hutson (Social Prescriber)

Present from the Patient Participation Group: Ron Hodson, Richard Angood, Alan Gowler (on behalf of Chatteris Town Council) & Charlotte Lawrence (Integrated Neighbourhood Team)

Apologies:

Agenda:

1. Integrated Neighbourhood Team – Attendance by Charlotte Lawrence Integrated Neighbourhood Project Manager
 2. Recruitment
 3. Flu/Covid Vaccinations
 4. Group Consultations
 5. DNA (Did Not Attend)
 6. Changes to care navigation/triage
 7. BMA (British Medical Association) General Practice Collective Action
 8. PPG Chair
 9. AOB
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1. **Integrated Neighbourhood Team** – Charlotte Lawrence joined the PPG meeting and discussed her role. Charlotte works alongside Fenland and South Fenland Primary Care Network tailoring projects for the area looking at data and what is needed. Charlotte organises projects and initiatives, putting Fenland on the map. Please click on the link to see the power point slides regarding the Integrated Neighbourhood Team. [Integrated Neighbourhood Team.pdf](#)
 2. **Recruitment** – The Practice Team have been working really hard at recruiting, we have successfully recruited an additional Reception Team member full-time and have one further vacancy to fill. We hope this will help ease pressures on patients getting through to the surgery as we have added additional hours into each position we have recruited. In addition to Reception, we have a Healthcare Assistant joining us in December 4 days per week to support with maternity leave cover, an additional GP hopefully joining us from, now confirmed, mid-November 3 days per week and an open Administrator vacancy 3 days per week. It has been tough trying to recruit over the past few months but we remain positive that we will shortly have all positions filled.
 3. **Flu and Covid** - Vaccinating is due to start from October. We have been really proactive in ensuring we are prepped ready to go. We have been told we could receive either Pfizer or Moderna Covid vaccine. We hope to be able to offer evening, weekend and weekday clinics. Richard Angood raised that the SMS he had received had no mention of Flu and Covid being at the same time. The group were advised they would be offered at the same time and that messages would be reviewed. I can confirm all patients, if eligible, will be offered Flu and Covid vaccinations at their

appointments. In addition Richard Angood also discussed Flu and Covid non-attendance last year.

4. **Group Consultations** - We are finally hoping to start Group Consultations from October starting with Nutrition and Lifestyle groups for Type II diabetic patients run by Nutritionist Rika Kamper, and hoping to then move onto perimenopause and menopause and branching out further depending on uptake.
5. **DNA (Did not attend)** - Rates continue to be quite high, we are making some adjustments to the reminder system further and will be liaising with Reception to send additional reminders to patients to prompt cancellations where appointments are no longer needed or need rescheduling. Ron Hodson raised that dentists send 3 appointments, we will explore options in addition to the 2 reminders to see if this helps.
6. **Changes to care navigation/triage** – The Practice is currently undertaking numerous changes with regards to care navigation and patient triage. A triage system did not work for both patients and staff and led to many clinicians feeling close to burn out receiving up to 300 requests daily to work through and allocate. This may work for some Practices however it did not work for our demographic and we therefore need to look at alternative options and work from there. Currently we are upskilling our Reception Team to care navigators working closely alongside our Emergency Clinician for support and guidance. We want our patients to get to the right person first time with continuity being key. Our patients are allowed to see any Clinician they choose to however some of our clinicians have areas in which they specialise such as dermatology, family planning, ear, nose and throat. Getting the patient to the right person first time saves on further appointments being needed unnecessarily. In addition, if a patient has recently seen a clinician, it makes sense for them to see that patient again, providing the patient has no issues with this, for continuity. We need to change the 08.30 rush. We only want patients calling or attending at 08.30 for an on the day urgent appointment. For patients just wanting a routine appointment we would encourage these to ring routinely after the morning rush for prebookable appointments up to 10 days in advance. These appointments become available daily, but availability will depend on demand. All of our Receptionists are bound by confidentiality and asking for a brief description is to help triage and navigate the patients. If our service is not the right place, it is best to signpost to a more appropriate provider. Demand changes seasonally and therefore regular audits are extremely important along with policies and procedures for our team. We are keen to keep making changes to try and meet demand. Dr Angela Stevens-King raised that we have a number of patients double booking appointments and not cancelling the later date appointment. Charlotte Lawrence asked if we were going to be promoting this outside of social media, it was confirmed we will also be displaying the changes we are making in the foyer as patients enter the Practice. Alan Gowler raised that it can be frustrating not being able to book 2-3 weeks in advance and promoting that you can prebook up to 10 days in advance may alleviate patients walking in mornings.
7. **BMA Strike actions** – Please find attached the link to the recommended industrial action. The Practice is taking part in all actions, where they feel appropriate/safe to do so. <https://www.bma.org.uk/our-campaigns/gp-campaigns/contracts/gp-contract-202425-changes>.

8. **PPG Chair** – We currently do not have a PPG chair, this position will continue to be vacant and discussed at the next meeting.
9. **AOB** – The group raised nothing for discussion.

Date of next meeting to be confirmed. This will be face to face at George Clare Surgery at 19:00.