

Incorporating Peartree Lane and Moors Walk Surgeries

Minutes

Date:	11 th April 2024	Location:	Peartree Surgery
Present:		Apologies:	
Leighton Colegrave Mike Dorrington Bruce Morton Barbara Fitzsimon Malcolm Cooper Barbara Griffiths Chris Andrews Carol Summers Colin Baker Nikki Willoughby <i>And via Zoom:</i> Paul Fletcher Jonathan Arch Joan Baraclough	Chair Secretary IT Support/Comms Committee member Committee member Committee member Committee member Member Member Administration Mgr. Member Member Committee member	Sriyani Tanner Glynis Rogers Roger Edgson Darrell Panter	Member Assistant Secretary Committee member Committee member

Item	Minutes	Action
	AGM	
1.0	Welcome and apologies	
	Leighton welcomed all present and gave a reminder that a standard committee meeting would follow the AGM.	
1.1	Apologies as above.	
2.0	Minutes of 2023 AGM and matters arising	
2.1	<i>Minutes</i> – the minutes from the 2023 AGM and following committee meeting were already approved in May 2023, but summarised again at this meeting.	
2.2	<i>Matters arising from the 2023 minutes</i>	
2.2.1	<i>PV Membership list</i> – the planned membership list update and clean-up was put on hold as it is not urgent, although a way forward to validate members was agreed with the practice.	
2.2.2	<i>PV Constitution</i> – the completion of the draft PV constitution was put on hold as although important, it is also not considered urgent. This project has now been recommenced and should be completed in 2024.	
2.2.3	<i>Defibrillator training</i> – this was not progressed as it was considered a community project rather than something the practice needs to do. The DiPPs training course, although very informative and educational, is not necessary should someone need to use equipment because full voice instructions are given.	
2.2.4	<i>Appointment flow diagram</i> – updates to the appointment flow diagram were put on hold as there will be some significant changes made to the booking process in 2024.	

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<p>2.2.5</p> <p>2.2.6</p> <p>2.2.7</p>	<p><i>Patient Survey</i> – the patient survey was completed and went live in September 2023. It was hosted on survio.com because it was not feasible to use the practice website for this.</p> <p><i>Website review and updates</i> – after some delays and misunderstandings of scope, this project is now underway.</p> <p><i>Veteran Friendly Accreditation</i> – James had previously agreed to find out what is required for the practice to become officially accredited, but as yet no further information has become available.</p>	
<p>3.0</p>	<p>Chair update and annual report</p> <p>Leighton had, at the last minute, made 2 small updates to his Annual Report and re-circulated it to the committee. He thanked all committee members and other members for attending meetings and for giving their time outside of them. In particular he thanked Mike for his contribution as secretary since 2018.</p> <p>We have had another ‘fair’ year, but we could still achieve more if we continue to explore and agree ways to do this. Our main achievements are set out in the annual report. Regarding the patient survey, to date over 1300 responses have been received and 2 reports have been produced by <i>PV</i> for the practice, yielding some very useful insights. The committee thanked Barbara Griffiths for her contribution in analysing and categorising the 516 freeform comments received from the survey responses up to 7 March.</p> <p>Leighton also gave a vote of thanks to Nikki and James for keeping us informed in practice updates and believes we have now achieved a much stronger working relationship with the practice as a result of the relationship issues raised in January 2024.</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p>	<p>Election of officers and committee members</p> <p><i>Introduction</i> – Nomination forms for the committee were sent to all members on 18th March and nominations closed on 30th March. The committee should comprise of between 6 and 12 members and over the last year there were 11 members of whom 7 were elected in 2022 and 4 in 2023. Appointments are for 2 years, so all those elected in 2022 may now seek re-election. Of the 4 in 2023, 3 still have 1 year to serve and 1 has been nominated as Vice Chair. Joan Baraclough feels that she is unable to continue as a committee member but wishes to remain a member.</p> <p><i>Outcome</i> – Eight nominations were received and no objections were recorded.</p> <p><i>The following members now make up the committee:</i></p> <p>Leighton Colegrave as Chair Chris Andrews as Vice Chair Glynis Rogers as Secretary Bruce Morton as IT Support/Comms</p> <p>Colin Baker Malcolm Cooper</p>	

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	<p>Mike Dorrington Roger Edgson Barbara Fitzsimon Barbara Griffiths Cllr Darrell Panter</p> <p>The post of Assistant Secretary was not filled.</p>	
5.0	<p>AGM related AOB None recorded. The AGM closed at 10.38 am.</p>	
<i>PatientVoices</i> Meeting		
1.0	<p>Minutes and matters arising from 14th March</p> <p>1.1 <i>PV's relationship with the practice</i> – following on from the previous two committee meetings, improvements have since been made and we hope for continued better communication.</p> <p>1.2 <i>PV membership</i> – whilst we would like to see an increased membership, other priorities seem to have taken over. The subject needs to be looked at again at a future meeting.</p> <p>1.3 <i>Digital Triage</i> – this is a major shift in how to request appointments and how the practice will prioritise patient demand. It is scheduled for discussion in detail at the next meeting.</p> <p>1.4 <i>Patient survey</i> – this continues to be a successful on-going project. Thanks were given to Barbara Griffiths for her continued contribution to the project.</p> <p>1.5 <i>Practice leaflet</i> – not an agenda item but we are waiting for an updated version from the practice to review. We also need to write a short section about <i>PV</i> for the leaflet.</p> <p>1.6 <i>PV recruitment methods</i> – Bruce has not received a response from NHS England whether a GP practice can promote its PPG directly to its patients without any Data Protection issues. The committee seemed to be of the view to go ahead with informing patients directly with SMS texts if agreed as part of a future recruitment campaign.</p>	
2.0	<p>Practice update</p> <p>2.1 <i>Moors Walk opening times</i> – the small reduction in the Moors Walk surgery opening times has not been well received by some patients. It was made clear that the number of weekly appointments offered by the practice has not been reduced, just the location moved. The shortening of hours on Fridays was necessary for staff safety reasons and will continue for the time being. However Moors Walk reception will reopen until 6.30 pm again Mon - Thu from early May.</p> <p>2.2 <i>Staffing</i> – Nikki reported that 2 new administration staff have been recruited. Also 2 new GPs, one of which will join the practice in May and the other in September.</p> <p>2.3 <i>Demand and capacity</i> – demand remains high, but the practice is managing it well. Nikki is working on a plan to further smooth demand and capacity but, with the planned increase in staffing, capacity should now have reached an optimal level. When Digital Triage is fully implemented the system will open at 7.30 am which will benefit patients who work earlier shifts. However, the telephone booking system will</p>	

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2.4	<p>continue until such time as Digital Triage is fully operational.</p> <p><i>The Digital Triage programme</i> - will be publicised to all patients from early May. However, the committee will not be meeting until 9th May when Dr Sachdev will attend to explain the system in more detail. The practice will send us the proposed text that will be used to inform patients beforehand.</p> <p>It was confirmed that the NHS App will be the best way to access the booking process and other digital facilities such as prescription ordering. However other routes to submit digital appointment requests are also available and perfectly OK to use. A non-digital pathway will always be available for those unable to use the internet for whatever reason.</p>	
2.5	<p><i>Covid vaccination clinics</i> – Spring boosters will start from 23rd April, initially into care homes and then for patients over 75 and those who are immunocompromised. Text message invitations to book s will be sent out. It is envisaged that ~300 appts per week will be required. Bruce suggested that a separate telephone line or option for Covid vaccination appointments would help with control of overall contacts. Nikki to investigate.</p>	Nikki
2.6	<p><i>Website rolling news</i> – Chris explained that the present rolling news information on the website is out of date and that James/Nikki had agreed to update the committee at each meeting with proposed new items. Moors Walk opening times and covid vaccination clinics were suggested and Nikki will confirm this to Chris later.</p>	Nikki
2.7	<p><i>Medication reviews</i> – there still seems to be some confusion over how medication reviews are conducted and by whom. Nikki explained that the process had been overwhelmed but, with the addition of more clinical pharmacists, the backlog should be caught up.</p>	
3.0	<p>Website project</p> <p>Four changes requested have been implemented by Silicon Practice, but a fifth change will require additional cost which would have to be agreed by James. The next planned changes to the website are all more significant and also likely to incur costs. An alternative is to upgrade the practice website to use a more flexible template which gives the practice the ability to make changes themselves. This will be reviewed separately with James and Emma. It was confirmed that staff list updates were also in hand.</p>	
4.0	<p>Patient survey</p> <p>This item was already covered earlier in the meeting.</p>	
5.0	<p>Constitution</p> <p>5.1 Chris reminded the committee that a draft of proposals had been circulated and that some feedback had been received from committee members and acted upon. Leighton was able to show the draft on the large screen in the meeting room which made it easier for members to follow Chris’s suggestions.</p> <p>5.2 Key points were agreed under the following headings:</p> <ul style="list-style-type: none"> - Name of the PPG - Purpose of the PPG. - Aims and objectives - Membership 	

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5.3	<ul style="list-style-type: none"> - Committee structure - Role of the Executive. - Meetings. - AGM and special general meetings - Confidentiality - General – affiliations, funding, amendments <p>It was also agreed that only committee members can vote on any major decisions required and Chris will now make a final draft for agreement at a future meeting.</p> <p>A discussion broke out as to whether we need both a Terms of Reference as well as a Constitution – a decision to be taken at the next meeting.</p>	Chris
<p>6.0</p> <p>6.1</p> <p>6.1.1</p> <p>6.1.2</p> <p>6.1.3</p> <p>6.1.4</p> <p>6.1.5</p>	<p>Any other business</p> <p>James briefly entered the meeting to clarify and agree the following points:</p> <p><i>Website rolling news</i> – could cherry pick a few items, but we would like to include:</p> <ul style="list-style-type: none"> ● Recruitment of 2 more GPs ● Covid vaccination campaign ● Moors Walk restored opening hours <p>This will be confirmed with James later.</p> <p><i>Online consultation requests</i> – to open at 7.30 am and number of medical requests available will be gradually increased.</p> <p><i>Practice leaflet</i> – almost finalised and hopes to have it ready for the next meeting.</p> <p><i>GP attendance</i> – Dr Sachdev will be attending the May meeting at 10.30 am to discuss Digital Triage and Dr Gillham will join our meeting in approx. 3 months' time to discuss the survey results and the benefits to the practice.</p> <p><i>Patient survey</i> – it was agreed that the current survey will now be paused because limited new information is being gained from additional responses. A final report will be produced for the practice and next steps determined from the comments received. More surveys could be undertaken in the future.</p>	James, Chris
<p>7.0</p> <p>7.1</p> <p>7.2</p>	<p>Date of next meeting</p> <p>The meeting closed at 12.15 pm.</p> <p>The next meeting will be on Thursday 9th May at 10.30 am at Peartree surgery, together with a Zoom facility for those members who are unable to attend in person. If you wish to attend, please email the secretary at glynis.rogers1805@gmail.com at least 24 hours beforehand.</p>	

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