

# Staunton and Corse Quarterly Meeting:

## Autumn – 27<sup>th</sup> September 2023

**Present:** Malcolm Harley (MH), Donald Peach (DP), Louise Tweney (LT).

**Apologies:** Anne Watkins

### 1. Matters Arising from May Summer Meeting.

a) **Meeting Dates:** LT proposed that the PPG should meet in March, June, September, and December. The first Wednesday of the month was proposed with LT confirming the dates as the year progresses. MH to confirm with the Padfields that these dates will not clash with other events held at the Meeting Hall, but we would aim for an 11.00hrs start.

b) **PPG Membership:** LT stated that some interest had been shown due to our call for new members. As a result, she had invited Irvine Manning and Lena Maller to attend at the end of our meeting, so that they could be introduced to both the PPG members and given an overview of the Groups role before confirming that they would like to join the Group.

c) **Constitution of the PPG:** MH said that the memory stick left by the previous Chair, Sue Knox, had been passed to LT who confirmed that she had reviewed the information and been able to produce a new constitution document. LT presented her amended version of the Constitution detailing the aims of the Group and its Mission Statement.

d) **Doctor in attendance at PPG meetings:** Although not present today due to short staffing, future meetings would include a doctor where possible.

e) **The PPG Newsletter:** DP had produced and circulated the Summer Newsletter. He had circulated an electronic copy to parish councils, parish magazines and LT had placed a copy on the Practice website. Paper copies were placed in the Swan and Ashleworth Hubs as well as the Practice waiting room.

### 2. Staff Changes: LT reported that she had now been in post as Practice Manager for the last month and was settling into the role.

The role of Dispensary Management vacated by LT had now been filled by Tanya Woodward. The Dispensary Assistants role had been filled by Megan Bonser.

The new trainee GP's on six-month placement at the practice are Emma Etherington and Samual Willis.

The role of Physician Associate had not been filled and it is thought that it will remain vacant until the return of Nurjuhan Aktar who is on maternity leave and recently given birth to a baby boy.

The post of GP Assistant is being advertised and it is hoped that this will soon be filled.

3. **CQC:** LT reported on the CQC assessment which took place via a telephone conference call to the Practice. Issues discussed and debated were wide ranging, including GP access, safeguarding issues, staff support, cervical smears, and immunisation. The call, whilst demanding, went very well with a rewarding positive outcome requiring no action needing to be taken.
4. **Cloud Based Telephony System:** The requirement for practices to provide their patients with a 'Cloud Based' telephony system was progressing with Daisy Communications being given the contract for its installation. LT stated that the company was being extremely helpful and providing excellent support and communication as the Practice moved forward with the program. Full details will be made available as the Practice moves ever closer to its commissioning, but the system is designed to provide for much improved connectivity of the digital data held across the NHS. Patient management should be dramatically improved as individual practices will no longer be dependent on 'in-house' servers, which may not be easily integrated or updated to an increasingly digitally sophisticated NHS.
5. **System MIDOS:** A platform-based system for those at Reception to handle incoming calls for appointments, directing patients to a range of support options for conditions that do not really require a member of the medical staff to advise upon. It will provide patients with a much clearer picture of where they can get support including access and treatment options. It is up and running and many patients may have already had experience of the system.
6. **Patient Access to GP Records:** The Practice is working on a more in-depth record of patients' consultations to be made available to the individual patient via on-line access. This is due to become live on the 31<sup>st</sup> October 2023 and will allow the patient greater access to the outcomes of a consultation at the practice. LT reported that the record will be reviewed by a GP prior to upload, after which the patient can review their own test results and treatment options as discussed in the consultation, so that they may gain a fuller understanding of what was said without the time constraints of the original consultation.
7. **Flu Clinics:** LT reported that dates had been set for the annual flu clinics and that PPG members had been invited to assist with the management of patients reporting to the waiting room prior to their vaccination. If available COVID vaccines will also be offered to patients. The clinics are booked for October 4<sup>th</sup>, 11<sup>th</sup> and 18<sup>th</sup>, running from 14.00hrs – 20.00hrs and MH would assist on the 4<sup>th</sup> and 18<sup>th</sup> and DP on the 11<sup>th</sup>.
8. **AOB:**
  - a) LT presented the results of the National GP Survey conducted by NHS England. 278 questionnaires were sent out to a random selection of patients within the Practice, of which 118 were returned. This is a 42% response rate, as opposed to the national average of 29% which is an excellent result in itself. However, what is even better is the response to the 13 individual questions posed within the survey showing a massive vote of confidence in the Practice and its staff. The average positive response to the survey questions was 96%, with the lowest being 84% agreeing that

they were satisfied with the appointment times available, and the highest being 100% agreeing that their needs were met. The detail of the survey results will be made available online.

- b) MH reported that a Memory Café is operating out of the Swan Community Hub meeting on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month. DP will obtain a copy of the Hub's poster so that this can be displayed in the Practice waiting room.
- c) PPG Newsletter. DP reported that he had had a very poor response to the circular he had sent out to contact address he had for fourteen Parish Councils and six Parish Newsletters. Only two responses in all. He had asked if the Councils would precis the PPG Newsletter at their Parish Council meetings and place copies on their websites or Parish Council noticeboards. He will endeavour to determine whether there have been changes in contacts details as the list is from 2020.
- d) Irvine Manning joined the meeting at 12.00hrs and was welcomed as a prospective member to the PPG. After introductions and discussions about the role of PPG members, Irvine confirmed that he would like to become a member and so was formally welcomed to the role. He also announced that a contact of his, Christine Starling, had also expressed an interest in joining the PPG and so he would speak again with her passing on an invitation from LT for her to attend the next meeting in December.

As there was no other business to discuss the meeting concluded at 12.40hrs with the next meeting scheduled for **December 2023 (time and day to be confirmed) at The Meeting Room, Padfield's Farm.**