

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING MINUTES

**Date:** Wednesday 8<sup>th</sup> November 2023

**Time:** 2:00pm

**Venue:** Health Promotion Room

**Attendees:** Bob White, Joy White, Colin Mason, Russell Johnson, Peter Shelton, Janet Wood, David Wood, Alan Ryder, Rosie Ryder

**For the practice:** Melissa Coleman (chair), Lou Dodson (minutes)

**Apologies:** John Hudson

| Item | Details   | Action |
|------|---|--------|
| 1.   | <p><b>Team News</b></p> <ul style="list-style-type: none"><li>• <u>GP Team</u><ul style="list-style-type: none"><li>○ <b>NEW Salaried GP:</b> Dr Assad Jaunbocus<br/><u>Start date:</u> 22/11/2023<br/><u>Working Pattern:</u> 4 sessions per week (Wed &amp; Fri)</li><li>○ <b>NEW GP Registrars:</b> details to follow in due course<br/>Rotation start date: 05/12/2023</li></ul></li><li>• <u>Nurse Team</u><ul style="list-style-type: none"><li>○ Libby (Practice Nurse) to start nursing degree in Feb 2024</li><li>○ Lauren (Practice Nurse) started nursing degree in Oct 2023</li><li>○ Nic Wharmby (Assistant Practitioner) keen to upskill to Practice Nurse. Looking at options.</li></ul></li><li>• <u>Reception Team</u><ul style="list-style-type: none"><li>○ <b>NEW Receptionist:</b> Nicky Boffin (16 hrs, experienced as worked at another practice)</li><li>○ 2 vacancies remain</li></ul></li></ul> |        |
| 2.   | <p><b>Other Practice News</b></p> <ul style="list-style-type: none"><li>• <u>Routine Appointment Availability</u><br/>Next available appointments are:<ul style="list-style-type: none"><li>○ 11/11/23 via Enhanced Access provision at PCN level</li><li>○ 29/11/23 at Hugglescote (face-to-face or telephone)</li></ul></li></ul> <p>It was noted that booking via the app on smart phones will only offer telephone appointments. For face-to-face appointments, you must phone reception.</p>   |        |

|  |  |  |
|--|--|--|
|  | <p>A question was raised over why Reception booked a routine steroid injection in for a telephone appointment with a GP for triage. It was explained that Receptionists can't book directly in for Minor Ops as various criteria need to be checked by a clinician e.g. date of last injection, any new medications that may conflict etc</p> <ul style="list-style-type: none"> <li>• <u>Research - Virology</u><br/>MC advised that this particular research project has been running nationally for years but is new to LLR. It involves taking samples from patients who present in surgery with acute respiratory infections either by swab or blood sample. The number of swabs/samples that must be taken per week to achieve a payment is 12.</li> <li>• <u>Groupwide PPG Session Dates</u><br/>This was not discussed. Carry forward to next meeting.</li> <li>• <u>Flu Clinic 2023</u><br/>The group agreed that the flu clinic this year had worked excellently. It ran very smoothly and at no point was there a queue.</li> </ul> <p>MC explained the process around ordering vaccines:</p> <ul style="list-style-type: none"> <li>○ Ordered a year in advance based on government cohort information</li> <li>○ Usually order 1000 over 65s and 500 under 65s</li> <li>○ NHSE reimburse the cost of the vaccine if it has been used</li> <li>○ Practices are also able to return up to 10% of the vaccine order if they are unused so they don't lose out financially if they've over-ordered</li> </ul> <p>Last year, at the point of ordering the vaccines, the government guidelines explaining who was entitled to the under 65s cohort included more vulnerabilities than usual, so 1000 unders were ordered. The government subsequently changed the eligibility criteria in early September 2023 which meant that less patients were eligible.</p> <p>Following the flu clinics, we had less than 100 over-65s vaccines left. These can all be returned. However, we had over 300 of the under-65s vaccines remaining due to the change in eligibility criteria. In order to prevent making a financial loss, we managed to sell 200 of them to local practices leaving us with 100 that can now be returned.</p> <ul style="list-style-type: none"> <li>• <u>New Super-Vaccinator</u><br/>LLR ICB have offered practices additional support with vaccinations. This comes via a vaccinations nurse that will work with us for 8 hours a week up until Christmas. Although a fully qualified nurse, they are only funded to provide vaccinations. The nurse team have therefore shifted all vaccination appointments to the super-vaccinator which frees up their slots for all other issues.</li> </ul> <p>The group agreed this was excellent and hope that the offer from the ICB continues in 2024.</p> | <p><b>ACTION</b><br/><b>Melissa</b><br/>Speak to GPs to clarify process for booking steroid injections</p> <p><b>ACTION</b><br/><b>Melissa</b><br/>Find out what groupwide PPG dates refers to</p> |
|--|--|--|

|    |  |   |
|----|--|---|
|    | <ul style="list-style-type: none"> <li>• <u>COPD &amp; Asthma Reviews</u><br/>MC reported that Hugglescote Surgery had managed to secure additional support for COPD and Asthma reviews from a company called Interface. Interface will provide a team who will come and run regular clinics free of charge.</li> </ul> <p>Interface have also purchased 20 peak flow devices for Hugglescote Surgery at no cost. These will assist patients with the ongoing monitoring of these conditions.</p>  |   |
| 3. | <p><b>Patient Question Time</b></p> <ul style="list-style-type: none"> <li>• <u>PPG Meeting Format</u><br/>MC asked the group whether they were happy to continue meeting as they were, or whether the day / time / location of the meeting needed to change.</li> </ul> <p>Online meetings were suggested but it was recognised that this would mean participants needed access to a suitable device which might exclude some people. There was also a discussion around software e.g. Teams or Zoom, and the security thereof.</p> <ul style="list-style-type: none"> <li>• <u>PPG Meeting Topics</u><br/>The group were asked if anyone had any ideas for future PPG meeting topics; things that they would like to know more about, or suggestions for presenters that could visit to share knowledge.</li> </ul> <p>The following were recommended:</p> <ul style="list-style-type: none"> <li>○ A session on diabetes support (signs, symptoms, treatment)</li> <li>○ A session on dementia support (signs, symptoms, treatment)</li> <li>○ VASL (Voluntary Action South Leicestershire) who provide support for those who care for others. They offer benefits like carer passports, free access to places etc</li> <li>○ NIHR (National Institute of Health Research) to discuss research opportunities for the practice (note Melissa has already reached out to organise this)</li> <li>○ A session on stroke support (signs, symptoms, treatment)</li> <li>○ A session on Basic Life Support</li> </ul> <p>It was strongly agreed that the group <b>do not</b> wish to have salespeople presenting to them.</p> | <p><b>ACTION David</b><br/>Provide contact details of VASL rep to Melissa</p> |
| 4. | <p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• <u>Property / Extension</u><br/>It was asked whether any progress had been made. Unfortunately, as far as MC was aware, we were no further along than at the last meeting.</li> </ul>  |   |
| 5. | <p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>• Provisionally Thursday 14<sup>th</sup> December at 1.30pm</li> </ul>  |   |