

Sheepcot Medical Centre

Minutes of Virtual PPG Practice Meeting held on Monday 30th January 2023 1.00pm - 2.00pm

Present:

Steve Macaulay (Chair), Jack Alvarez, Sharon Carter, Andy Glodowski, , Brenda Hall, Stephen Hill, Teresa Batchelor, Nikki Chamberlain, Dr Alan Jackson.

1. Apologies for absence

Krystyna Glodowska sent her apologies.

2. Review of the minutes of previous meeting

Patient referrals via Connect Health will now be recorded.

Two items were clarified:

On the figures for patient appointments, items marked in blue were those numbers who did not attend (DNA).

PPG assistance with patient appointments: this referred to DNA.

3. Consideration of how PPG could assist with patient communication of appointments

It was agreed that Dr Jackson and Teresa would seek to identify a researcher to communicate with a sample of patients to see why they did not attend their appointment.

4. Updates from the Practice

Based on the successful experience of another practice, Nikki suggested the practice hold a talk for those known to be at home during the daytime on the subject of paediatric first aid, which would potentially allow communication about the worth and value of a PPG. Hopefully, this could lead to some volunteers to join our PPG. It was agreed we should go ahead with this.

Staffing

Dr Radika Patel will be returning from maternity leave in mid-February.

A new clinical pharmacist will start, Jalpa Parekh.

An advert will be published for a member of the admin. staff.

Staff training

A half-day staff training session on a variety of topics will take place for staff once a month. There will be a session on 8th February and then 8th March.

DNAs: Nurse appointments are followed up to understand the reason for non-attendance.

Texts asking for blood pressure readings: there had been a mis-communication where texts to patients were told to ring reception if they did not have a monitor, yet they were then told the surgery does not offer blood pressure monitoring. Teresa will sort this out.

5. COVID and flu figures; vaccination sessions

COVID and flu vaccination sessions were coming to a close in this round. There is a possibility of a COVID booster in the spring, but this hasn't yet been firmed up. At the practice, patient appointments for respiratory problems are very prevalent.

6. Patient appointments-update

As a trial from February, pre-bookable slots will be available 1 week and 48 hours ahead. There will still be a favourable number of protected slots kept for on-the -day emergencies.

To relieve some of the pressures for patients calling to book annual reviews, appointments can be booked directly via the practice text message.

Automated callback can save the patient waiting and having to go through reception.

7. Experience of a patient and lessons learnt-Brenda Hall

There was discussion of a patient experience who required a repeat prescription for antibiotics. In the absence of surgery appointments, she was asked to ring 111. She was given an appointment at an Urgent Treatment Centre at Watford General Hospital. After an extremely long wait, the patient got a prescription the next day from the Practice. The Practice agreed that lessons could be learnt. Dr Jackson suggested alternatives: speak to the local chemist or complete an online request.

Carried over to the next meeting:

8. Sheepcot website and social media progress and update

9. Review of PPG training workshops hosted by Integrated Care Board

10. Any other business

11. Future meeting

The date will be agreed with the practice and communicated to PPG members