

Sheepcot Medical Centre

Minutes of Face-to-Face PPG Practice Meeting held on

Tuesday 9th January 2024 at 12.00-1.00 pm

Attendees:

Steve Macaulay (Chair), Jack Alvarez, Sharon Carter, Krysia Glodowska Andy Glodowski, Brenda Hall, Stephen Hill, Isabelle Holloway, Jan Pearcey, Teresa Batchelor, Nikki Chamberlain.

1. Apologies for absence

Jyoti Gupta and Dr Alan Jackson sent their apologies.

2. Minutes of previous meeting

These were accepted.

3. Updates from the Practice

New staff had joined: a clinical pharmacist and prescriber and an advanced nurse practitioner, both PCN appointments. A digital transformation lead had also been appointed.

4. Patient appointments -update

The triaging and appointment systems are working smoothly, now coping with winter pressures and volumes. Responses to patients are usually 2 hours, to one-day maximum. Normally an appointment is offered within 2 weeks maximum. A website note has been added that the online patient triage form was only available from 8 am to 6.30 pm which are the Practice opening hours. An additional clarification was that Saturdays and Sundays are not available either.

5. Review of the spread of Covid and Flu

Since before Christmas, there has been a significant amount of spread of colds, flu and respiratory complaints.

The vaccination sessions were largely over, with a high take-up in the over 65s. There may be new booster vaccinations in the Spring, but no information is yet available.

6. Sheepcot patient communications: Text, website and social media

The appointment of a social media/ comms specialist has continued to mean an increased number of Sheepcot patient texts and Facebook posts; for example, there was a post on where to go to seek help during the junior doctors' strike. PPG members felt patients welcomed this increased communication.

Steve asked if SMC could increase the number of replies to patient comments on patient websites, particularly the NHS site. The Friends and Family responses are typically very positive.

7. Introduction of AI to reporting of Test Results

A new automated reporting system has been agreed upon, called GP Automate, which scrutinises test results and, where normal, texts the individual patient with results, offering patients a choice of how to proceed, for example joining a patient pathway. This offers the possibility of saving doctors' time, whilst not compromising on the quality of information and decision-making as all tests are examined where necessary, such as abnormal tests are scrutinised by medical staff.

8. Is PPG meeting its aims?

Steve asked members to email him with comments. One suggestion was to communicate with other PPGs in the PCN.

Teresa said she would circulate the original statement of aims of the PPG. This might be a thought starter, though times have moved on since the PPG inception.

9. Any other business

Two patient sessions on paediatric first aid might provide a useful platform to mention the PPG. Volunteers were requested to be available at the two sessions on 20th January, 9.30 and 11.00 am.

Brenda asked that clinical staff be reminded of beds available to provide care for six weeks as preventative care offered by social services to prevent patients from going into hospital.

10. Future meetings

The next date for a PPG meeting will be agreed shortly. It was generally felt that face-to-face meetings allow for a freer exchange of views and discussions.