

Sheepcot Medical Centre

Minutes of Virtual PPG Practice Meeting held on

Monday 19th February 2024 at 12.00-1.00 pm

Attendees:

Steve Macaulay (Chair), Jack Alvarez, Andy Glodowski, Krysia Glodowska, Brenda Hall, Teresa Batchelor and Nikki Chamberlain.

1. Minutes of previous meeting

The minutes were accepted.

2. Apologies for absence

Apologies were received from Dr Jackson, Stephen Hill, Jyoti Gupta, Isabelle Holloway and Jan Pearcey.

3. Updates from the Practice

Mark Burstow, the paramedic has returned to work at the PCN and at Sheepcot Monday and Thursday. The PPG were pleased to hear of his return.

A business process specialist had been employed to examine the processes in the practice. After her investigation, one area was recommended for changes, the rest to leave as is. She was then offered an admin. role but decided to leave and work elsewhere.

A digital transformation lead specialist, Rebecca Stone, has been employed to undertake future IT projects. She is currently assisting digitisation of practice records.

Staffing is currently at full strength, with one on maternity leave and others intermittently off short-term sick with prevailing viruses etc.

4. Further patient information sessions?

The PCN Paediatric First aid sessions were very well received and prompted discussion on whether other information sessions for patients would be of value. For example, adult first aid and the menopause were mentioned. Whilst it was a good idea, funding support might make this more difficult. It was suggested that short helpful slides or videos could be posted. On previous versions of the website, health news was reported. Steve asked if this was still available and Teresa would investigate.

5. Patient appointments -update

Appointments are currently being offered within 2 weeks. Access compares favourably with some surgeries, where reports of a month's wait have been reported in the media.

6. Spring Covid Booster programme

The PCN has been asked to sign up to a trial, linked to the spring booster programme. As yet, there are no announced dates.

It was commented on how much COVID and other bugs were circulating in schools amongst younger age groups and generally testing was no longer freely available.

7. Sheepcot patient communications

Reviews by patients can be posted on the NHS website. Nikki said she had responded to each one of them. The PPG noted positively that recent ones have been very favourable. All patients are encouraged and are free to make comments on the service they receive.

The PPG views patient communications as a priority and welcomes ways to improve communications. The recent increase in social media use has been valuable. Other avenues might be a regular newsletter, wider use of waiting room screens or posters.

8. Use of Artificial Intelligence for test results

This has been introduced since January and speeds up communicating results, together with offering clinical follow-up if the patient wishes it. It has been well-received by specialist staff and patients have not seen any significant change.

Steve raised an individual matter with Teresa which would be examined.

9. Meeting other PPGs within PCN

The matter of all 3 PPGs within the PCN meeting was discussed. It was felt each had their ways and distinctive characteristics and there currently seemed little value in meeting as one large body. It was agreed to keep the matter under review, but to take no immediate action.

10. Any Other Business

Jack had heard in one pharmacy that the NHS app. was likely to become the dominant one. Currently, it is not that way for many at Sheepcot, Patient Access is the most widely used and appears likely to continue to be so.

11. Future Meeting

Teresa and Nikki would look for possible dates in March for a face-to-face meeting and these will be circulated.