

PPG Meeting dated 21 February 2023 Crook Community Leisure at 9 30 am

Attendees: Chairman, PI, Vice Chairman, SP, Secretary, DW, MC, JD, BH(only able to stay for part of the meeting, left at 10 23), LS, JW

Introductions: As JD was a new member to the group everyone introduced themselves. JD provided details of her background as an auditor and explained the investigation she had undertaken regarding PPGs. Prior to the meeting JD had been provided with the minutes of the last meeting and the Constitution.

Apologies for absence: LK, GA, MH, JC, JP

Minutes of the meeting held on 9 November 2022. There were a number of matters arising and clarification required.

- PPGs **are** required in each Surgery although they take place in different formats
- The amendments to the PPG Constitution **have not been approved** and the Website should reflect the previous constitution until any changes are formally approved at the 2023 AGM.
- The Drs are made aware of the discussions which take place at PPG meetings, they have access to the minutes.
- Subject to further discussion on the Constitution regarding dissolution of the Committee, discussions/communication with the media, and minor amendments the minutes were proposed by MC and seconded by LS
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In answer to questions the following information was provided:

- Drs, nurses and service providers will be invited to attend PPG meetings when appropriate
- There is a Practice meeting every Monday
- There will be regular meeting with dates published (please see proposed dates at the end of the minutes)
- Ear wax removal takes place at the Surgery
- Updates should be provided by any member of the PPG who sits on NHS bodies as part of their PPG role (Currently PI (and BH?))
- The new layout of the website www.northhousesurgery.org.uk . Feedback was provided in that 1) there is no predictive search box 2) difficulty in getting back to the homepage 3) the contact us was difficult although it was managed 4) graphics would be helpful a lot of text to get round 5) read only page. JW volunteered to talk someone through the issues. The prescription ordering on the new page is much better. There should also be a point of contact for the PPG
- It would be good to have young people on the PPG and also have some meetings during school holidays to encourage them to attend. DW will provide CH with contact details for the AAP coordinator where there is a youth forum.
- The NHS had issued their own survey and in due course the Surgery will receive feedback
- CH would like to have details of local groups
- The Surgery had issued "Thank you" letters to everyone who had provided a gift for the Surgery staff at Christmas, the letters were well received
- CH will check out the telephone system especially at 8 00am. It had been reported that there was a cut off at 50, CH was not aware if this is the case. It was reported that obtaining a GP appointment is difficult. There still appears to be a practice of a Dr ringing a patient first, and then deciding if the Dr needs to see the patient.

Update from meetings attended by PI from 3 meetings attended:

Antibiotics awareness week.

Side effects create a resistance to bacteria. Highest number prescribed is in the North. Antibiotics have no effect on viruses. Never share medication leads to resistance. Severe antibiotics help with water infections UTI's chest infections. Do not take unless you have a severe infection. Only use as prescribed and complete full course.

Hospital demands went through the roof at UHND in December DMH remained about the same. SP gave report from DMH Same day emergency Care. Open daily for 14 hours. No MRI on a weekend. A streaming nurse takes urgent patient straight from A+E. Heart attacks go straight to UHND. Chemotherapy patients go into 6 isolation room for consultations. Hospital Discharge Dales PCN have a pilot scheme around this. Further investigation is needed after an event, another is being organised in how to engage communities. 50% families are not satisfied with present discharges. Looking at what available in the voluntary sector. Impact of carers wellbeing a concern. 78% of discharges from hospital have no formal input from Health + Social Care support needed from these for recovery at home. CD+DFT setting up a Long Covid Team developing a app 'Living With' specific for long Covid. Face to face group offer. Recruiting at present for a full-time psychologist and Care coordinator.

Pain management Northeast the worst country for these opioids. Pain up to three months classed as Acute over 3 months Chronic. NICE do not recommend long term use for Chronic pain. There is going to be a commissioning of a community Pain Service with guidance for Primary Care and education of prescribers. There is a lot of side effects with these, and aim is to reduce overall volumes. There will be a system wide approach reviewing long term medication. In County Durham in January and launching with GPs in March. Prolonged use of pain medication can leave lasting damage.

Ear Wax Removal this should be available in all surgeries. ICO want to know if this is not available as in contract with surgeries. There is training for nurses if this is not happening and surgeries say they have no one to do it.

Ambulance Pressures: December saw critical days one after another with a 30-40% increase. Hospitals were overwhelmed 11hour waits common and average of 25 DTA (admit) waiting as no beds. Blamed on sickness of staff. NEAS declared critical conditions with 176 calls waiting, a oxygen shortage and mortuaries full. From January there had been a difference with fewer calls and responses times had improved. There had been 3000 hours lost with crews waiting outside hospitals.

Community Pharmacies County Durham Independent from local pharmacies which number 124 in Durham and 21in Darlington. 90% of the population can walk to a pharmacy in 20 minutes. These can also be in supermarkets. High streets and GP surgeries. There are also independent pharmacies in places like Stanhope. There is also going to be a temporary commissioned service called 'Think Pharmacy First Service' for an emergency medicine walk in service. These will cover things like treatment of simple urinary tract infections (mainly women service) more services are being taken over by pharmacies and a big push is going on at present on prescribed medication reviews.

Update from the Surgery

LTC Recall System

The practice is changing the recall system for all chronic disease to help to streamline and save patients having to attend for numerous appointments throughout the year. We will be calling everyone with a long-term chronic disease for annual review in their month of birth as from April.

A letter we will sent out and this will list a patients LTC and ask them to call for an appt. Numbers are approximately 400 patients per month for recall.

1st Invite – Letter.

2nd Invite – SMS where possible.

1st invites will go out mid-March at the latest.

Bookings

Flow chart developed for the reception to refer to when patients call to book their appointment as follows:

<u>HCA Then Pharmacists</u>	<u>Phlebotomist Only</u>	<u>P/Nurse Only</u>	<u>HCA Then P/Nurse</u>
Hypertension	Post Bariatric	COPD	Diabetes
AF	Coeliac	Asthma	
CHD			
PAD			
CVA/TIA			
CKD			
Frailty			
<u>HCA Then GP</u>	<u>HCA Only</u>		
CHF	Mental Health		
	Dementia		
	LD		
	RA		

This is just the initial flow chart and will be added as we go.

If there is a questionnaire for the patient to complete prior to their review, e.g. for COPD or Asthma, the reception team will send this, via text where possible, when booking the appointments.

Investing In Children

The Investing in Children Membership Award gives organisations national recognition for the good practice of actively including children and young people in dialogue that results in change.

A project worker from Investing in Children will meet with the practice, and the children and young people who use the service, to get evidence from them of dialogue and change.

A report is drafted based on their evidence. If the evidence is positive, membership is awarded. However, if for any reason there isn't enough evidence of dialogue and change when we visit, they will work with us to see what else needs to be done and set an agreed timescale as to when they will come back to visit and meet with the children and young people again.

New Practice Website

Feedback required from the group.

Info on PPG section of website.

Now looking at social media presence

Thematic Info Re Complaints/Feedback

6 x official complaints since October 2022. Themes are as follows:

- Communications, Prescription Issues, Waiting Time for Appointment
- Delay in/Failure to Refer
- Waiting Time for Appointment
- Delay in receiving results from investigations
- GP refused to provide private letter
- Patient unhappy with review

All the above are being dealt with in line with the practice complaints procedure.

1 x Feedback on the NHS Website

- Unhappy that was only offered a telephone appointment with the practice and a face-to-face appointment was offered at the overflow clinic.
The practice has officially responded to this (waiting for approval for this to be published) stating that we are sorry that you have felt the standard of service at North House Surgery has warranted this review, offer telephone appointments and face to

face appointments and we are currently recruiting another NP to increase the number of appointments that we have to offer.

We receive several positive comments from patients on a regular basis when they have contact with the practice and these comments are passed on to the team and displayed on a notice board in our coffee room.

6 x Warning letters have been sent to patients since October 2022 due to unacceptable behaviour

1 x patient was immediately removed due to making very serious threats towards the practice and the team.

New Members Of The Practice Team

New HCA, joined the practice in December 2022

Business Admin Apprentice joined the practice in January 2023

Medical Receptionist joined the practice this month/

Recruitment

Recently advertised a vacancy for a part time Practice nurse. 7 applications were received and 4 applications were shortlisted for interview. All have confirmed they will be attending their interviews and they will be taking place between 27th Feb and 13th March.

Currently advertising for a Nurse Practitioner to join the team. This will increase the number of appointments that we have to offer on a weekly basis.

Dr N returned from maternity leave in January.

Better Health At Work Award

As an organisation, we will be participating in the Better Health at Work Award Programme. The aim of the programme is to help promote staff health and wellbeing through implementing health campaigns and initiatives over the year. The topics of these being based on our staff health needs and interests.

We have asked for expressions of interest from the team who are interested in training as Health Advocates at our organisation who will be required to:

- Conduct a 'Health Needs Assessment' survey to identify the health and wellbeing needs of our staff (survey provided by NHS Workplace Health Improvement Specialist).
- Organise and deliver three health and wellbeing campaigns or events over the year based on the outcome of the survey/assessment (support and resources provided from BHAWA Workplace Health Improvement Specialist).
- Promote positive mental health and wellbeing and awareness other lifestyle factors.
- Collect and document evidence of the campaigns and initiatives for the online portfolio and submit for achievement of the award.

Online Patient Registration System

The 'Register with a GP' surgery service will provide an online option for patients to register with the practice. This will help reduce the administrative burden for general practice as well as making GP registration more accessible to the public. People will be able to find a GP and then apply to register for themselves or someone they care for, via their chosen practice's website, the NHS website or the NHS App. In the longer-term, this will also automatically come through to the GP practice's clinical system.

Early testing has shown the service has already reduced the application processing time by up to 15 minutes for practice staff, while offering patients more choice, convenience, and consistency in the way they register. CH has arranged a demo of this on 23rd Feb 2022.

Virtual Assistant/Chat Bot

CH joined a Teams meeting last week re virtual assistants/chat bots that could be attached to practice websites and act as a digital front door for patients. The ICB are keen for a couple of practices to be involved in this and CH was keen to explore this further.

Enhanced Access To Medical Records

Patients with online accounts such as through the NHS App will be able to read new entries, including free text, in their health record as of 1st February 2023. Research shows that increasing numbers of patients want easy access to health information about them, including 80% of the 28 million NHS App users. Better access supports patients as partners in managing their health, and can help reduce queries to general practice such as on negative test results and referral letters. Patients will not see personal information – such as test results – until they have been checked and filed, giving clinicians the chance to contact and speak to patients first.

Evidence demonstrates that access to records:

- increases patients' feelings of autonomy, understanding of their health and ability to self-care
- supports patients to prepare for appointments by acting as a written reminder or record of previous interactions
- reduces the need for patients to contact general practice to get test results and referral notifications
- increase data quality within patient record by enabling patients to flag if they think there are inaccuracies in their record

LD Quality Checkers

The NHS England Quality Checkers programme is being designed to help support people with a learning disability to measure and improve the quality of health care they receive. At present it's a pilot which ends on March 31st this year and we've asked to be part of this pilot to better inform us on the needs of patients with LD.

People with a learning disability can face significant barriers to accessing NHS services, whether it's the use of complicated forms and language, confusing layouts of buildings, or staff who aren't sure how to interact with them.

This contributes to people with a learning disability being less likely to use services, including important programmes like health checks and cancer screening; as a result, they are more likely than average to experience poor physical health than the rest of the population.

The NHS Quality Checkers programme sees people with a learning disability employed to inspect local NHS services critically, to provide advice on how they can better meet their needs and those of other patients.

Quality checkers use their own experiences to assess the quality of care and support patients receive, giving a view that can be often missing from other forms of inspection.

We've completed the pre-assessment form which is quite lengthy and the inspection visit will take place on 7th March. Once complete the practice will get a feedback report with recommendations.

Cherrie and Lynn were thanked for their comprehensive update.

It was agreed that PPG members who wanted to be part of a sub group should let Dorothy know. The sub group will consider the Constitution, developing a newsletter, developing a patient survey and details of the role of the PPG. The meeting closed at 12 10pm

Date and time of the next meeting to be arranged. Following the meeting it has been agreed that it will be **Wednesday 26 April 2023 at 9 30am at Crook Community Leisure**

The next meetings are scheduled to take place at Crook Community Leisure at 9 30am

Wednesday 26 April 2023

Wednesday 14 June 2023

Wednesday 16 August 2023

Wednesday 11 October 2023

Wednesday 20 December 2023