

Stenhouse Medical Centre

Patients Participation Group – Teams online

Minutes of the meeting held on Wednesday 24th March 2021 at 2pm

1) Present

Peter Newton (**PN**) Chair, Melanie Yorke (**MY**), Practice Business Manager, Janet Jackson (**JJ**), Stuart Foster (**SF**), Sarah Dudley (**SD**), Lynne Dale (**LD**), Dr Kate Evans (**KE**), Dr Caroline White (**CW**).

2) Apologies & Introductions

Apologies had been received from Su Barnes, Norma Edwards, Mike Newman and Sarah McKenna. **PN** welcomed everyone to the meeting, especially the new members to the group, and hoped that having this initial meeting online would not present to many problems or be overly disjointed.

3) Announcements - PN informed the meeting that David Slack had tendered his resignation from the group due to personal reasons. It was agreed that the minutes should record the groups thanks to David for his contributions to the PPG meetings. **PN** said that it was with great sadness that he had to inform the meeting of the death of Jeff Burgoyne – Chair of Calverton PPG, he had also been chair of the PPG Forum. He had always been very proactive in all aspect of patient's welfare. Condolences had been forwarded on behalf of Stenhouse PPG to the Calverton Practice and via them to his family.

4) Matters Arising (from minutes dated 19th February 2020)

- i) Primary Care Network (PCN) - KE** informed the meeting that the PCN had been in existence for approximately 18 months and things were working very well across the three practices. The PCN had funded the recruitment of three Pharmacists and one first contact Physiotherapist, with an additional physio starting in May. There was also access to a Social Prescriber and a Dietician – this dietician was shared with the Byron practice at Hucknall.
- ii) Social Prescribing Referrals update** – the system is working well with a GP making a judgement if a referral would help with a patient's condition.
- iii) Pharmacist & Physiotherapist update** – see section i) above.
- iv) MJOG System update** – the system is designed to send a text reminder of appointments to patients it also integrates with the patients notes. An update to the system is due which is MJOG GP Desktop.

5) Practice Updates

- i) Staffing - MY** informed the meeting that there had not been any changes to staffing levels since the last meeting in February 2020.
- ii) Appointments System Changes - MY** stated that appointments are conducted online where practicable. Some appointments still have to be carried out face to face, i.e., appointments with a nurse, but face to face appointments are kept to a minimum as far as is practicable. Patients are telephoned and triaged and at this stage it is determine if the patient's condition requires them to make a visit to the practice.

Practice Update contd...

- iii) **Covid 19** – CW informed the meeting that the Stenhouse practice had conducted two vaccination clinics, the last one being on the Saturday 20th March, where 220 doses had been administered. The sessions had run very smoothly. All housebound patients have now received their vaccinations. Further sessions at Stenhouse are in the pipeline for May & June.
 - iv) **DNAs (Did Not Attend)** - MY had provided combined details of the DNAs since February 2020, she agreed to break these down into monthly figures on a spreadsheet.
 - v) **Waiting Area TV Monitor** – MY stated that the TV is installed and software programs are available to use on the system. The TV will also be used to signal patients appointments as and when patients are permitted back in the practice.
 - vi) **Patients Health Monitoring Pod** - PN stated that he had been shown the equipment, which patients will eventually start to use, it enables various readings, i.e., height, weight, oxygen saturation, blood pressure, to be collated prior to a patient's appointment with a clinician. The results are automatically recorded in the patient notes.
 - vii) **Stenhouse Website** - MY informed the meeting that the practice had agreed to the upgrading of the practice website. Sample templates had been circulated to the PPG for their information and comments. There had been a number of complaints from patients having difficulty accessing information on the current website. CW said it was intended that patients would be encourage to use Patients Know Best (PKB) instead of System on Line.
- 6) **Any Other Business**
- i) **Patient Survey Results** – the link to the 2020 Patient survey results had been circulated for information and comments. The website enables comparison to be made of results from different practices, enabling best practices to be taken into consideration where a practice has achieved a low/unsatisfactory score. PN said that the Stenhouse Reception Team deserve to be congratulated for yet again achieving a score of over 90% in this patient survey.
 - ii) PN proposed that the minutes should record the PPGs thanks and appreciation to Martin Rowlatt for the help and assistance that he had provided whilst he was Practice Manager – this was agreed.
 - iii) Norma Edwards had asked for her thanks and appreciation to be passed on to the reception team and clinicians for the excellent care she had received recently. iv) PN - proposed that the April Teams meeting of the PPG should be an evening meeting starting at 18.00hrs. This would enable PPG members who work full time, or have other day time commitments, to attend the meeting. He also proposed that an invite to this meeting should also be extended to all members of the Stenhouse Virtual Group - this was agreed

7) Date of Next Meeting on Teams

Wednesday 21st April 2021 at 18.00.