

Stenhouse Medical Centre

Patients Participation Group – Teams online

Minutes of the meeting held on Wednesday 16th June 2021 at 14.00hrs

1) Present

Peter Newton **(PN)** Chair, Melanie Yorke **(MY)** Practice Business Manager, Janet Jackson **(JJ)**, Su Barnes **(SB)**, Lynne Dale **(LD)**, Dr Caroline White **(CW)**.

2) Apologies

Apologies had been received from Sarah McKenna and Stewart Foster. Sarah Dudley also tendered her apologies due to having difficulties in joining the meeting on line.

3) Minutes of Meeting Held on 21st April 2021 – the minutes were approved.

4) Matters Arising

- i) TV Monitor Text** – **MY** informed the meeting that with the on-screen information provided with the software it was not possible to increase font size without losing information from the screen. **MY** said that when future messages are produced in house consideration would be given to font size.
- ii) TV Monitor Patient Alert** – **MY** confirmed that there is a bleep from the monitor to alert patients who are being called in for their appointments.
- iii) MJOG System update** – the update to the system, which is designed to help the clinicians, and is ongoing. It was agreed to delete this item.

5) Diabetes Prevention – **CW** informed the meeting that the practice would be offering patients, who may be at risk of developing Type 2 diabetes, the option of a screening test. The Stenhouse Facebook page contains a “Know Your Score” link. Patients who are identified as being at risk would be provided with advice on life style modifications which could help reduce the risk. Life style changes could include reduction in processed foods and processed sugars plus undertaking some form of regular exercise.

6) Practice Updates

- i) Staffing** – **MY** informed the meeting that staffing levels had not changed since the last meeting.
- ii) Appointments** – **MY** informed the meeting that the practice door was now open for patients who had appointments booked. Patients are still triaged by phone/on line before an appointment is offered. Appointments are now approximately 50% on line and 50% face to face. **LD** said that she had experienced problems getting an appointment with the first contact physio – **MY** said that she would look into this.

Appointments contd...

Post meeting **MY** had contacted the contracting team who had confirmed the following;

Physio waiting times increased significantly during the last year as a result of Covid restrictions during the first lockdown relating to non-urgent MSK activity and, in addition, there are a number of vacancies within the Physio team (primarily due to staff undertaking Accelerated Development and moving into more senior roles externally) recruitment is currently underway. Gym sessions are now recommencing in Carlton Forum and Hucknall Leisure Centre which should help address demand and waiting times.

SB asked why reminders are not sent out for telephone consultations? **MY** said when reminders had been sent out previously some patients had turned up at the practice.

- iii) **Covid 19** – **MY** stated that a vaccination clinic had been held on the previous Saturday and everything went well, there are no more vaccination clinics scheduled at present.

In response to a question about testing for Covid 19 **CW** said that PCR Tests were more accurate than Lateral Flow Tests and were the preferred option.

- iv) **DNAs** (Did Not Attend) - **MY** had provided the current DNAs figures which had shown a marked reduction in numbers. **LD** pointed out that the figures are very similar to the same periods last year.

- v) **Stenhouse Website** - **MY** informed the meeting that the new webpage would be up and running within the next couple of weeks – she would let the PPG know when it was on line.

- 7) **NHS App Registration** – **MY** informed the meeting that the practice has now been switched on for the functionality where it is easier for patients to register for the NHS App. If the patient already has access to SystmOnline the patient will be asked to confirm their name, DOB and NHS number. If this matches the patient will not have to do the full ID verification (where they take a photograph of their passport/driving licence and do a video). This only works for those who have not previously downloaded the app.

- 8) **Primary Care Network (PCN)** – **MY** informed the meeting that the PCN had recruited a further first contact Physiotherapist Sajeed Mehmood who will be starting at the practice from the 21st June. Sajeed will be working Tuesday and Thursday afternoons in the practice. A Pharmacist Technician has also been recruited but they will not be starting until September.

9) **Any Other Business**

- i) **Digital Communications** – **PN** informed the meeting that a trial was underway at Sherwood Forest Hospital where consultants letters to patients were being sent to patients electronically – where patients have on line access, this has a cost saving implication. If the patient does not access the electronic copy a hard copy is eventually sent. This system will be rolled out across the whole Nottm & Notts CCG area so being registered with NHS app would be beneficial.

CW said that many patients are using the Message Form instead of the Consultation Form on the NHS PKB when requesting an appointment or a consultation with a clinician.

- ii) **Type 1 Opt Out Form** – PN said that he had read on line that patients have the choice to opt out of having their GP records accessed by third parties whose prime interest in accessing these records would possibly not be patient care or research. MY informed the meeting that the Stenhouse webpage contained information and a link for this process and copies of the form are available from reception. MY also confirmed that she will be sending text messages to patients for them to opt out via SMS reply. This process has been widely spread across the media and the practice are already receiving calls and forms for patients opting out.

The following wording will be in the text message:

NHS Digital

You may have heard or read in the media about NHS Digital Data Sharing.

The NHS needs data about the patients it treats in order to plan and deliver its services and to ensure that care and treatment provided is safe and effective. The General Practice Data for Planning and Research data collection will help the NHS to improve health and care services for everyone by collecting patient data that can be used to do this.

NHS Digital collection begins on 1 September 2021.

If you want to make a Type 1 Opt Out, you can complete the Type 1 Opt Out form so your medical record can be updated. Please note this will only record a Type 1 Opt Out only. Should you not want any data to be shared, you must also go online to NHS Digital or telephone 0300 303 5678 to register your National Data Opt Out preference.

- III) CW informed the meeting that the Care Quality Commission (CQC) have carried out a further inspection of the practice and declared that the practice has again been marked as “Good”.
- iv) CW said that a (deluxe) porta cabin is to be reinstated in the car park to provide additional consultation space. One of the existing consultation rooms has had to be designated as a red room for patients who may have contagious symptoms. CW also confirmed that the practice was extremely busy with more patients now seeking appointments – where previously they were reluctant to come to the practice.

7) Date of Next Meeting on Teams

Wednesday 21st July 2021 at 14.00hrs.