

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 27th February 2024 at 6:00pm

Present : Lisa Evans – Swadlincote PCN
Karen Gothard – Practice Manager
Lyn Hackett
Harry Jolley
Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
Micky Locke
Danielle Marratt – Operations Manager
Lesley Wilson – Swadlincote PCN
Alan Wright
Ann Wright

Absent / Apologies : Sabyta Mackay
Dave Sharpe
Jenny Slawson
Peter Slawson
Becki Winter
Philip Wright

Swadlincote Primary Care Network

Lesley and Lisa attended the meeting to give some background on the Swadlincote PCN. Lisa is the manager and Lesley is a social prescriber. The NHS five year view identified that the primary care parts of the NHS had not been improved like other areas such as hospitals. To some extent that was because each GP practice is run as a business, so the central ability for control and reform is different. It was decided that in order to survive, practices across the UK needed to be more collaborative and deliver at scale.

So the PCNs were created, with 18 in Derby / Derbyshire. Swadlincote's PCN covers the five local GP practices. Funding for the practices now comes via the PCN and not directly. All partners have had to buy in to the concept of the PCN. Our PCN was established in 2019, but has become more structured in the last six months. Membership of the PCN brings more funding and resources, along with benefits such as enhanced purchasing power and the ability to share resources.

The PCN is based at Ragdale House (the previous Woodville surgery). Purchase of the building and the subsequent works have been funded by Section 106 monies and the like – no “patient funding” has been diverted.

The PCN is getting itself “CQC ready” before it can begin to see patients on site. An advanced nurse practitioner has been

recruited. There is a long-term vision for a walk-in urgent care facility.

Previous Minutes

- 13** It was felt that better use should be made of the surgery's Facebook page to give important information about the practice and to publicise things such as the walking group and the carers' tea and chat. Nick will work with Karen to regain access to the Facebook account and then to try and comply with the NHS guidelines – accessible, responsive and reactive, useful. **Karen**

14th November – Karen and Nick have not had an opportunity to address this. So the action is carried forward. It was noted that we either need to have a good Facebook presence, or none at all.

16th January – Karen and Alison have now discussed this. A new business mobile phone has been procured, along with a new email address. This will allow for alerts and news to be published on Facebook and if it can be done without extra effort, Instagram.

27th February – This is ongoing and nearing completion.

- 17** It was noted that Heather Wheeler had written to Karen offering some support but, after Karen responded, there was no further contact. It was agreed that the PPG would contact Mrs Wheeler, inviting her to attend a future PPG meeting to discuss the potential for a walk-in centre in the locality, and the application of Section 106 monies to surgery adjustments to create more clinical space.

16th January – A response was received indicating that Heather would contact the surgery to arrange a visit, but this has not yet happened. It was also noted that she has already met local clinicians about a walk-in centre. She also suggested a route to apply for Section 106 monies and offered her support, Karen will follow this up. Nick will reply asking for an update on the surgery visit and to find out more about the previous contact with clinicians.

27th February – Karen is getting a second quotation before applying for Section 106 funding. Heather Wheeler met Karen, on a busy day at the surgery – she saw how full the clinic lists were; she also met Raj and learned of the range of services provided. It was noted that she has also met the PCN. Nick did not receive a reply to his follow-up email.

- 22** A member pointed out that the user experience in SystmOne isn't good when ordering repeat medication. It seems that when the option to add comments to an order is chosen, the system deletes the order. If we can recreate the issue, it will be reported to TPP (the suppliers of SystmOne). **Karen / Nick**

16th January – Nick and Karen have both been unable to recreate the issue. The member will take screen shots if it happens again. Karen also offered the opportunity to work through the screens together in the surgery.

27th February – Carried forward as the member was unable to attend this meeting.

- 35** It has been decided that surgery staff will begin to wear uniforms again. Name badges have been ordered for everyone, including the clinicians. It seems that the policy of staff members giving their names when answering the telephone is not 100% effective, Karen will follow up.

27th February – Karen has reminded people of the need to give their names and it is believed that it has now improved. Karen noted that the clinicians also have name badges to wear. Karen and Danielle have discovered a “mug shot” facility on the waiting room screen, so will look to use that in the future.

- 36** It has been noted that reminder texts are not sent for telephone appointments. This is because SystmOne cannot send a reminder message without a specific time. This can lead to confusion for patients. Given that telephone appointments are

now much more common across the NHS, Karen will enquire whether there is anything available (or being addressed) within SystemOne.

27th February – Karen confirmed that nothing can be done here, because at the time of creating an appointment the system cannot know whether it will end up as in-person or face-to-face.

- 38** A member asked whether anything could be done to improve the uptake of the MMR vaccine – it was felt that scaremongering publicity was an issue. It was confirmed that the surgery is currently targeting 1 to 25 year olds who have not had the vaccine (or have only had a single dose). On the day of the meeting, 143 people had been contacted. Given the age group concerned, it could be helpful to post information on Instagram.

27th February – 44 additional vaccines were given this month (in addition to 81 which were already due). New patients are being reviewed to make sure their vaccinations are up to date.

- 39** It was noted that some pages on the reception display screen are blurred. The surgery is aware of this and has been trying to get it dealt with by the media supplier. The general update to the displays has not progressed as yet, so it could be appropriate to update the wording on the PPG page.

27th February – This has now been resolved, and discussions have been held with the communications team at the Integrated Care Board.

Matters Arising

- 40** It was noted that the out-of-hours contract for the services provided at the Heartwood building expires at the end of March. The local GPs have been asked whether they wish to bid for taking over the service – to open extended hours and see any Swadlincote area patient. Woodville already opens during evenings and weekends when necessary.

Any Other Business

- 41** A newer member asked for an explanation of the purpose of the PPG. The history was explained.
- 42** A member picked up that a receptionist had not been wearing a name badge, but the timing meant that they might not yet have been issued.
- 43** It was noted that the national take up of the “five-year health check” is only around 35%. Karen clarified that the check is only available to people who do not already qualify for a review (for example management of a chronic condition). Danielle confirmed that take up at Woodville is significantly higher than the national average.

- 44** A member complimented William on reception for being extremely helpful and showing initiative to get an issue resolved.

Date of Next Meeting

Tuesday 2nd April 2024 at 6:00pm