

The Friends of Capelfield Surgery
Minutes of the Open Patient Participation Group meeting
Wednesday September 17th at 7.30 p.m. Capelfield Surgery

Apologies: Michael Collon, Drew Shapter

Present: John Amos, Veronica Bamford, John Bamford, Trena Bone, Robin Carver, Keith Chapple, Pat Chapple, Carolyn Hill, David Hill, Mary Rowe, Leonard Rowe, David Seelig, Christine Steeds, Hilary Thompson, David Thompson, Steve Wells, Linda Wells

From the Practice: Dr. Hannah Davidson Partner, Gayle Gollogly Practice Manager, Varsha Mandalia Business Manager.

1. Discussion in small groups about the running of the PPG

- Timing: it was agreed to begin future forums at 6.30 on Wednesday evenings and to explore setting up Saturday morning less formal sessions at e.g. the Foley (without practice staff) to widen accessibility.
- Content of meetings: the Practice Report, questions and feedback, specific topics
- Special Groups: the PPG to make links and publicise groups eg Parkinsons support group that meets at the Community Centre

2. The Practice Report covered:

- Staff changes
- Triage system
- National GP Survey
- Hot Topics
- Discussion

(Please see the attached Practice Report presentation at bottom of minutes and attached most recent newsletter).

Notes on areas covered:

Triage system - A Doctor doing this means ensures the right appointments but does remove one Dr for the day from consultations. CS has 4x the national average requests for appointments. 4% of patients account for 20% of appointments GP surgeries are being asked to concentrate on this group who also have high use of A&E, S.S etc, but work is not funded and is not a current priority. Routine appointment waiting time has been reduced from two to one week adjusting appointment slots available by reducing urgent slots. The NHS App use has increased to 11% from 7%, it would help if this continued to increase

There is a new National contract due on October 1st but has not been agreed by unions, one issue is proposed requirement for open doors/website/phones

for entire working day. Doors at present are closed 12.30 - 2.00 to allow time for lunch etc and the website closes when capacity has been reached

National GP survey - Excellent performance above the National average across the board. 65% for ease of phone contact, difficult to address with one receptionist. The choice of location 7% result is an anomaly as CS has only one location.

Hot Topics -

- Pharmacies also are offering Covid and Flu vaccinations, CS has reduced the number of flu shots it has due to wastage in previous years.
- On other vaccinations, it is difficult to assess which young people have had HPV; the newsletter (attached) shows eligibility for other vaccinations listed
- CS is awaiting decision re funding for building renovations
- CKD chronic kidney disease
- We all need to publicise the PPG by whatever means are available
- Mounjaro for diabetes is prescribed by diabetic specialists; Mounjaro for weight management was due for release in June for GPs to issue but currently deferred to October. Phased rollout over 12 yrs means only 3 pts will be eligible in the first year at CS., FB, What's App groups,
- Inclisiran is a new injectable cholesterol reduction drug, and relevant patients will be contacted

3. Questions and Feedback

- **The issue of the lack of continuity of care** was brought up by a number of participants. It was acknowledged this is not ideal but hard to address, as Dr Davidson explained that the funding model does not help, money is made available for employing nurses and physios etc not more doctors. CS has nine GPs all are part time, but the practice has employed a new GP to work 2.5 days/week instead of 2 GPs working x 1 day/week.
- **A question was raised as to why waiting time has increased**, the reasons given included the higher expectations of medical support and the enormous increase in treatments/interventions now available compared with when the NHS was first rolled out. Demand has increased
- **Does feedback get reviewed?** Yes all feedback is logged. The issue of always being asked for feedback after any contact was raised, Dr Davidson suggested choosing to respond to most relevant. Varsha said that possibly the system could be adjusted to request feedback for more significant contacts
- **Would it be helpful if the use of the NHS App could be increased?** the increased use of the App would be very helpful in saving work at the

surgery eg if all patients who have the App used it for prescription requests this could save 2 hours/week of office time at CS. There was discussion of training volunteers who could disseminate how to use the NHS fully. Many patients have the App but do not use all the areas on it.

- The friendliness and helpfulness of CS receptionists was praised by all those present as was the overall excellent service given by all the CS staff.

The next meeting of the PPG will be held on Wednesday January 28th at 6pm at Capelfield Surgery