

PPG Meeting 02.12.2021 (Zoom)

Chair: John Patrick

Minutes: Dr S Brook

Attendance: John Patrick, Myrna Patrick, Jane Putt, Jonathan Ashcroft, Simeon Brook

Absent with apology: John Dixon, Sue Watts, Rick Dearing, Nicola Humpheries, Ruth Price

Absent: Bhagwan Sidhu

Item	Discussion
Minutes of previous meeting	Reviewed
Matters arising	<p>Matters arising:</p> <ol style="list-style-type: none"> 1. Sim requested to record attendees, absent with apology and absent without apology 2. Clarification with regards management structure: Confirmed finance manager (Claire) and operations manager (Jo) employed directly by TIAMP; only Business manager shared across 4 practices (TIAMP, Arrow, Pool, Henley). 3. Additional commented added with agreement to express the diversity of points and opinion made with regards the appointment system. <p>Minutes approved</p>
Appointment system	<p>Confirmed current appointment system. Ongoing regular discussion amongst the Partners and Senior Management with regards changes. The developing situation with regards the OMRICON Variant and uncertainty was discussed. The nationally tightened restrictions were noted.</p> <p>2 issues surrounding appointments discussed:</p> <ol style="list-style-type: none"> 1. Pre-bookable appointments. For some this would be helpful. 2. The ability to request a face-to-face (F2F) appointment directly with reception staff has been requested by some. <p>There are challenges with a pre-bookable system – it is well documented that as pre-bookable appointments increase it is common for “Did not attend” numbers to also increase. There is also a logistical challenge in, if a doctor is unable to attend work at short notice (which is quite possible with COVID testing as well as ‘normal’ sickness) then cancelling/rearranging clinics causes significant problems.</p> <p>It seems that since September some of the original concerns with regards the current appointment system have been alleviated by experience and familiarity with the system.</p> <p>A number of positive experiences recently had at TIAMP were expressed by a number of members. These were received with thanks by Dr Brook. Dr Brook agreed willingly to share positive feedback with the whole Practice staff.</p> <p>A request was made for details on the waiting times for reception to answer the phones in the morning. Dr Brook expressed an estimate of the vast majority of calls being answered within 10 minutes but was unable to provide figures.</p> <p>The empathy with which requests for appointments are generally met with was noted and appreciated.</p> <p>Pressure on the nursing staff was recognised and discussed. Thanks expressed for their ongoing work.</p>

	<p>The PCN have spoken of a 'resilience team' which the Practice will make use of as needed and as able.</p> <p>It was recognised that the reception staff sadly receive a lot of abuse – verbal and occasionally threats of violence. There was some surprise expressed by members. It was recognised that the whole population is under great strain and frustrations with the NHS are often levied at the GP surgery and reception team.</p> <p>Considerable thanks were expressed for the reception staff, for the nursing staff, the administrative team and the doctors at the surgery.</p>
Vaccination update	<p>It was asked whether all Practice staff been fully vaccinated. Dr Brook advised the vast majority have been vaccinated. At present there remains personal choice as to whether an individual decides to have the COVID vaccination or not. This individual choice must be respected.</p> <p>It was noted that legislation and guidance is changing in this area and the Practice will need to engage with all staff members as needed.</p>
Staff Update	Jo Carby has been appointed as the Operations Manager.
AOB	<p>Minute approval</p> <p>Discussion was had with regards the approval of minutes 3 months after the meeting date. It was asked if there was a way of speeding up the approval of minutes and publishing minutes more quickly. The importance of discussion around minutes was recognised. It was suggested and agreed that 3/12 is a reasonable time scale although others felt it should be more quickly. Consideration was given to publishing draft minutes; it was agreed not to do this at present.</p>
	<p>Website</p> <p>At present the website appears quite impersonal and static. The site is outsourced but we have recently changed this agreement and it is now much more fluid than it was.</p> <p>A suggestion was made that the PPG review the website and provide general feedback at the next meeting.</p>
	<p>Membership</p> <p>1 request has been received (through the website), I will forward to John.</p>
	<p>Dr Green</p> <p>Advised not with us for 1 month, then due back as a locum. Not sure at this stage of his future plans.</p>
	<p>South Warwickshire Patient Engagement</p> <p>John Patrick represents the practice. Enquired re Winter Access Fund. Confirmed the practice is aware of this and will make use of it where possible.</p>
Next meeting	March 10th 2022 at 12:00

Approved 10.03.22