

**Westgate Practice**

**Patient Participation Group (PPG)**

**Minutes of Meeting Friday 8<sup>th</sup> December 2023**

**1.30 – 3.15pm – Boardroom Greenhill Health Centre**

**Chair: Pamela Black (Vice Chair)**

<b>Present</b>	<b>Apologies</b>
<ul style="list-style-type: none"><li>• Pamela Black (PB) (Vice Chair)</li><li>• Prof/Dr Helen Stokes-Lampard (Dr H)</li><li>• Sara Allen (SA) – Patient Liaison Officer/Minutes</li><li>• Tim Boyns (TB)</li><li>• Betty Bradbury (BB)</li><li>• Sue Charles (SC)</li><li>• David Dundas (DD)</li><li>• Margaret Harding (MH)</li><li>• Michael Maybury (MM)</li><li>• Brian Mills (BM)</li><li>• Geoffrey Nash (GN)</li><li>• Pamela Playle Mitchell (PPM)</li><li>• Judith Plimmer (JP)</li></ul>	<ul style="list-style-type: none"><li>• Sheila Espin (SE)</li><li>• Sam Ellicott (SEI)</li></ul>

<b>Agenda Item</b>		<b>Actions/By who</b>
1.	<p><b>Welcome &amp; Apologies</b></p> <p>The meeting was chaired by Pam Black (Vice Chair) in the absence of the chair <b>SE</b>. 10 PPG members were in attendance (2 apologies) together with Prof Dame Helen Stokes Lampard as GP representative and Sara Allen (Patient Liaison Officer/minute taker). <b>PB</b> welcomed everyone to the meeting &amp; noted apologies from 2 members of the group.</p> <p><b>PB</b> gave a special welcome and introductions were made to the two new members of the group Michael Maybury (MM) and Geoffrey Nash (GN).</p>	

<p>2.</p>	<p><b>Head of Practice – Jo Williams</b></p> <p>Jo Williams (<b>JW</b>) as Head of practice attended the meeting to introduce herself and her role to the PPG. She stated that she had been in the role for 7.5 years; specifically provides strategic leadership to the whole practice and leads the Management Team (see appendix 1 for Staff Team Structure). As we are one of the larger practices the role is possibly more strategic than that of similar roles in smaller practices. She explained that the key aspects of the role include: Quality of Care; Finance; Regulatory &amp; Compliance monitoring; maintaining links with ICB &amp; CQC; Estates and leadership of staff.</p> <p><b>Dr. H</b> explained how the GP’s link with the Head of Practice role. The Practice Partners are shareholders in the business, <b>JW</b> as Head of Practice is their main link. Her role takes the ‘business’ aspect off the partners so that they are able to concentrate on the clinical aspects.</p> <p><b>PB</b> asked if <b>JW</b> had an HR role; <b>JW</b> replied that we have an HR Officer but that she does hold the staffing budget so liaises closely with all managers re staffing.</p> <p><b>DD</b> asked in relation to the building if we have an Energy Performance Certificate; <b>JW</b> states that it is displayed in the reception area, rated as B at present.</p> <p><b>JW</b> went onto explain that as a practice at present we occupy most of the building, Midlands Partnership Foundation Trust (MPFT) occupy the rest. We are getting tight on space so are trying to future proof, and do press for investment into the building such as internal decoration; the heating was re done this year and the windows are scheduled to be replaced in the new year. We have a GP improvement grant for clinical rooms.</p> <p><b>DD</b> spoke about the new development by the local council in the south Lichfield area; he hoped to meet with the council to discuss a health facility in this area.</p> <p><b>JW</b> stated that Lichfield Primary Care Network (PCN) have put in a bid for a healthcare facility in the south and north of the city. She has been involved in gathering data to ensure the Integrated Care Board (ICB) are aware of the needs. <b>DD</b> asked about securing a piece of land for this as it needs to be a priority. <b>JW</b> responded that none was available at present but we are making a case for our own needs. <b>Dr H</b> made it clear that any new build would need to be a PCN led initiative as the GP’s would not be funding it. <b>PPM</b> commented that the ICB and MP’s need to be supporting the need for more health care facilities.</p>	
-----------	---	--

	<p><b>JW</b> reassured the group that we were fighting hard for improvements in facilities and that she was aware that the group had also written to the council. As we have formulated a plan this will be pushed forward via the PCN/ICB to Lichfield Council. She is aware that the council are looking to change the way the section 106 monies that contribute to healthcare are allocated.</p> <p><b>MH</b> commented that the group had a presentation by the ICB 18/12 ago when they spoke about the facilities, she asked if the north Lichfield healthcare facility would still be going ahead. <b>JW</b> replied that the land was specified as being for a healthcare facility. <b>JP</b> stated that in October Lichfield Live had stated that the Curborough land (north Lichfield) was dedicated for a Health facility.</p> <p><b>BB</b> asked about the space that would become available once the pharmacy moved out from Greenhill Health Centre. <b>JW</b> explained that we had applied to occupy the space and were in the process of getting costings done to convert it into clinical/admin. rooms. The pharmacy have the lease until the end of March 2024.</p> <p><b>JW</b> concluded and left the meeting.</p>	
<p>3.</p>	<p><b>Minutes; Actions and feedback from previous meeting (PB)</b></p> <p>Minutes agreed as a true record.</p> <p><b>Actions:</b></p> <p><b>SA</b> – Signage for the practice that had been produced by <b>BM</b> had taken longer than expected to be printed. <b>SA</b> had got a finished sign for the group to see which was very well received, <b>SA</b> will now get the rest of the signage completed for display in the new year.</p> <p><b>BM</b> had previously expressed that he felt the walls seemed very empty and suggested that some pictures could be put up around the practice. This was discussed with the Business Manager who had responded that “We need to balance lots of factors keeping important signage 'visible' to patients, not getting lost amongst all the other things we have to display, infection control, and so on. I personally want to keep our practice as clutter free as possible. With the addition of the colour coded picture signage going up, I would worry that the practice will become cluttered with artwork/signage, if further additions are made.”</p> <p><b>MH</b> had previously raised that the monitors in the waiting areas go through the screens very quickly, makes it difficult to read properly. <b>SA</b> had raised this with the Business Manager who explained that “the</p>	<p><b>SA</b></p> <p><b>Dr H</b></p>

	<p>USB's are uploaded with duplicated slides as we know this is an issue with the ANP and Practice Nurse screens. The screens are very basic and don't have multiple settings, many slides are pictures with very little wording, there is little more that we can do."</p> <p><b>JP</b> asked about the eligibility for the Shingrix vaccine for shingles; <b>MM</b> stated that the advert is misleading regarding the age for eligibility. <b>Dr H</b> explained that although everyone over 65 who hasn't already received a shingles vaccine is eligible it is a phased process by age to ensure that there is enough supply. <b>JP</b> asked if you had been given one 20 years ago would you be able to have another, <b>Dr H</b> was unsure, suggested we invite Practice Sr. Gemma Small to the next meeting. <b>SA</b> to send an invitation.</p> <p>With reference to the previous meeting <b>PPM</b> asked <b>Dr H</b> if it was permissible to contact the Care Coordinators if you are concerned about a patient; <b>Dr H</b> advised that this was fine, she briefly explained the role of the Care Coordinators to those who had not been at the previous meeting which the Care Coordinators had attended.</p> <p><b>MM</b> suggested that in his experience he would urge all those eligible/with symptoms to insist on a PSA Blood test. <b>DD</b> added that he felt that all those eligible should have a test at 30 years old to establish a baseline for future readings.</p>	<p><b>SA</b></p>
<p>4.</p>	<p><b>Summary of recent practice/national health news; COVID-19 boosters &amp; 'flu vaccine update. (Dr. H /SA)</b></p> <p><b>Dr H</b> firstly thanked all those who had supported at the flu/covid clinics this autumn their help was greatly appreciated.</p> <p><b>DR H</b> then spoke about the role of Victoria Atkins who was appointed as the new Secretary of State for Health and Social Care on 13th November 2023 and Andrea Leadsom who was appointed Parliamentary Under-Secretary of State for Public Health, Start for Life and Primary Care in November 2023. She also pointed out that there is a lot of uncertainty at present due to the impending General Election in 2024 and the fact that funding is short. Any new plans for Health/Care sector are likely to be in 2025 now. The focus is likely to be on additional health care roles together with Access and Diagnostics.</p> <p><b>Dr H</b> informed the group that we have a new telephone call back facility coming on board on 20<sup>th</sup> December 2023 which will relieve patients of having to keep re dialling or waiting in a queue for their call to be answered.</p>	

**Dr H** also discussed medication shortages which have impacted on patients such as Insulin Pens; Fybogel. **GN** asked what the reasons were for the shortages, **Dr H** cited production issues; use of diabetic medication for weight loss; the increased uptake in HRT use and as we are no longer part of the EU block we are not classed as a priority. **PB** commented that the quality of medication that is issued appears to have gone down.

**Dr H** informed the group that the demand for GP appointments has continued to rise and is up 18% since the pandemic. On a daily basis there are around 1.2 million GP appointments nationally, still more are needed.

**Dr H** spoke about her upcoming TV interview on Sky News from Coventry and Warwick Hospital. Also about her different roles and attendance at the Bletchley Park conference convened by the Prime Minister Rishi Sunak to discuss the future use of AI. She now has a role on an oversight group as a trustee with the National AI Safety Institute and as a Civil Society Representative for Health and Care.

**DD** mentioned the diagnostic use of AI for example for brain tumours; **Dr H** said it is very good for processing results quickly for example in mammography, however we need to be cautious that it may go beyond the original question asked, we are not always aware of how it knows the additional information. **GN** added that a computer can get so far ahead we are not sure if it is giving true information. **MH** agreed that it could lead to unhelpful or dangerous information.

**TB** asked if the practice had been impacted by the recent junior doctor strikes. **Dr H** said that they had not really had any impact on the practice; only one GP trainee had taken action. She said she felt that the issue will not be resolved until after the next election.

Discussion followed about Care Navigation, **Dr H** reiterated that this was to ensure that patients are directed to the right clinician or service such as mental health service or clinical pharmacist etc.

**DD** asked about well man checks; **Dr H** said that we now do Annual Health Reviews instead; patients can ask to be seen face to face if they wish. **PB** stated that her husband had been invited to a well-being check at the fire station which he had attended. **SC** said that these maybe part of the Public Health Council review. **Dr H** said that there were also several research studies going on which we give patients the opportunity to join. **MH** said she had undergone a medication review but it had not picked up on all issues; **Dr H** said that the Clinical Pharmacist would normally refer back to the GP for unresolved problems.

<p>5.</p>	<p><b>Latest Workload Statistics/Complaints/Compliments – Sara Allen (Patient Liaison Officer)</b></p> <p><b><u>Covid and Flu Vaccinations Autumn 2023:</u></b></p> <p>We commenced the giving of flu &amp; covid vaccines on <b>Saturday 16<sup>th</sup> September</b> with clinics running from 08.00am – 2.00pm; thank you to the PPG members who supported with the <b>5</b> busy clinics.</p> <p><b>Flu Vaccinations given = 6,288</b>  <b>Covid Vaccinations given = 6,250</b></p> <p>These figures are around the same number as last year at this point. We are continuing to give the vaccines if requested and as the opportunity arises.</p> <p><b><u>Other Practice Stats August/September/October/November 2023: Numbers compared with same period in 2022:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Phlebotomy appointments = 5,452</b> (2022 = 5,090)</li> <li>• <b>Face to Face ANP appointments = 4,508</b> (2022 = 2,918)</li> <li>• <b>Medication Reviews = 4,637</b> (2022 = 5,363)</li> <li>• <b>Telephone Consultations = 7,559</b> (2022 = 10,813)</li> <li>• <b>Face to Face GP appointments = 5,297</b> (2022 = 4,183)</li> <li>• <b>Face to Face Practice Nurse appointments = 6,643</b> (2022 = 5,040)</li> <li>• <b>Diabetic Reviews = 543</b> (2022 = 645)</li> <li>• <b>Smear Tests = 609</b> (2022 = 579)</li> <li>• <b>Asthma Reviews = 531</b> (2022 = 511)</li> </ul> <p><b><u>Complaints September/October/November 2023: Total = 47</u></b>  <b><u>Total No. of Formal Complaints = 19</u></b>  <b><u>Total No. of Informal Complaints = 28</u></b></p> <p><b><u>Topic of Complaint included:</u></b></p> <ul style="list-style-type: none"> <li>➤ Communications</li> <li>➤ Clinical Care</li> <li>➤ Prescription Issues</li> <li>➤ Practice Arrangements</li> <li>➤ Appointment availability</li> </ul> <p><b>9 letters were sent to patients during this period with regards to addressing their poor behaviour/attitude.</b></p>	
-----------	---	--

	<p><b><u>Compliments:</u></b></p> <p><b><u>Total Number of compliments received (by letter; email; website; NHS website; telephone; verbally) Sept/Oct/Nov 2023 = 22</u></b></p> <p><b><u>Comments included:</u></b></p> <ul style="list-style-type: none"> <li>• Such a comfort &amp; affirmation to receive unhurried professional attention</li> <li>• The genuine concern of everyone I spoke to made more of a difference than you know.</li> <li>• The receptionist who dealt with me this morning was wonderful &amp; so helpful</li> <li>• Sincere thanks to the GP for his time &amp; expertise</li> <li>• We have used the practice on several occasions recently, we would like to say what good service we have received at all levels.</li> </ul> <p><b><u>Friends &amp; Family Test</u></b> there is a box in main reception entrance for blue paper slips &amp; also instructions re giving feedback via the website.  <b>Received Sept/Oct/Nov 2023: 702 (includes feedback from vacc. clinics)</b></p> <p><b>Very good = 579</b>  <b>Good = 84</b>  <b>Neither good nor poor = 22</b>  <b>Poor = 9</b>  <b>Very poor = 8</b></p> <p><b><u>Poor/Very Poor feedback included:</u></b></p> <ul style="list-style-type: none"> <li>• Allow people to book appointments via the app and also book appointments in advance</li> <li>• Booking of appointments is awkward at times, especially when having to send pictures via your phone before being offered an appointment.</li> <li>• Reduce the length of the recorded "litany" when you manage to get through on the phone.</li> <li>• Appointment availability. A practice I was registered with in Scotland operated a daily open surgery session where any walk-in would be seen. They may have had to wait for an extended time but they would always be seen.</li> </ul>	
6.	<p><b>Update re local council developments &amp; MP letter (DD/SE)</b></p> <p><b>DD</b> - There hasn't been any response to the letters sent to the council re housing developments. Just need to buy land and ensure that a health care facility is put in place.</p>	

<p>7.</p>	<p><b>Update re ICB Feedback (MH)</b></p> <p><b>MH</b> reported that there is a website for the ICB <a href="http://staffsstoke.icb.nhs.uk">Home - Staffordshire and Stoke-on-Trent ICB staffsstoke.icb.nhs.uk</a> that gives a lot of information about the long term plan for this area. Including:</p> <ul style="list-style-type: none"> <li>• Extra 5,000 GP appointments</li> <li>• Encouraging the uptake of the flu vaccination for children</li> <li>• Small changes to Learning Disabilities support</li> <li>• Self-referral for hearing difficulties</li> <li>• Access to records online</li> </ul> <p>A lot of the new initiatives are focussed on the Stoke on Trent area; with very little for Lichfield or Tamworth.</p> <p><b>Dr H</b> commented that the ‘Access to Records’ has been put off several times but patients can now look at records going forward, not retrospectively, except for some vaccination records. Patients for whom it may be harmful for them to read them, or that it could be used by someone else against them, will be protected from access. For the vast majority it is a good thing, it gives empowerment.</p> <p><b>PB</b> commented that the cost of living can impact on having online access; <b>Dr H</b> said that we do need to support patients to get online.</p>	
<p>8.</p>	<p><b>AOB</b></p> <p><b>JP</b> raised the issue of booking appointments ahead as she was aware that this can be done now at other practices in Lichfield. <b>Dr H</b> explained that we do review the appointment system however it is felt that ‘on the day’ appointments are allowing those who need them for either routine or urgent to get better access. Book ahead appointments are available for Saturday GP appointments at SJH. <b>Dr H</b> will feedback the comments to the partners.</p> <p><b>MH</b> asked if appointments could now be made at reception; it was confirmed that this is now possible. <b>MH</b> also raised the delay in consultant letters being sent to the practice, she has written to UHDB re this. <b>Dr H</b> said the time it takes for these letters to reach us differs across all secondary care areas, advised to contact PALS or the consultant’s secretary where there is an issue.</p>	



	<p><b>MM</b> stated that he was aware that the medical secretaries at Westgate are also behind with referral letters which is delaying patients further. <b>Dr H</b> said that there is a 2/3 week backlog in the system caused by an increase in patient need.</p> <p><b>DD</b> mentioned that the 'Ask the Doctor a Question' has disappeared from the website – <b>SA</b> checked this after the meeting and it is now on the website under <b>appointments; get medical advice &amp; treatment from a doctor; ask a doctor a question online.</b></p> <p><b>JP</b> questioned whether more should/could be done to encourage people attending the practice with respiratory conditions to wear a mask. <b>Dr H</b> will discuss with Ops Manager to remind reception staff to ask those patients affected if they would wear a mask.</p>	
	<p><b><u>Date &amp; time of the next meeting:</u></b></p> <p>The next meeting date: <b>Friday 15<sup>th</sup> March 2024 at 1.30pm Greenhill Health Centre.</b></p> <p><b>Dates for 2024 meetings: Friday 7<sup>th</sup> June; Friday 27<sup>th</sup> September; Friday 6<sup>th</sup> December.</b></p>	