

Knightwick Surgery PPG

Date of meeting:

20/10/20

Present:

Patients: RH, DM, GMW, TD, JB, MC, PW, RG, SN, JB,

Staff: Dr Kirsty Ward (KW), Deb Arnold (DA), Wendy Cunningham (WC) & Kate Parkinson (KP)

Chair:

Dr Kirsty Ward

Agenda Item	Action
<p>1. Minutes of previous meeting These were agreed</p>	
<p>2. Matters arising PPG email address is patient.group1@nhs.net.</p> <p>A discussion was held around our demographics and the challenges faced. We have no care homes, student population or homeless groups, although we have a high number of housebound patients and a wide geographical area to cover.</p>	<p>Members to add address to trusted list on their email accounts</p>
<p>3. Group Name It was agreed this should be Knightwick Surgery Patient Participation Group as this reflects what we are and keeps it in line with other PPG groups.</p>	
<p>4. Constitution After discussion, it was agreed that the proposed Aims & Objectives for the first year should be included – these can be reviewed/updated annually.</p> <p>We will have more frequent meetings in the first year and KW & KP will remain as Chair / Secretary respectively during this time.</p> <p>The inclusion of the Surgery Mission Statement was agreed but it was felt this should be reviewed at some point to reflect the changes happening with the way we operate.</p>	<p>KP to revamp the constitution to reflect these changes and send draft to all members</p>
<p>5. Patient Access</p> <p>a) Initially during the pandemic the number of patient contacts fell significantly. This was reflected nationally but was countered by an increase in home visits and the work involved in Covid planning to enable us to re-open to patients as soon as possible.</p> <p>We are now back to full access but are required to operate an initial GP led</p>	

telephone triage system. This has led to some duplication, particularly where a face to face appointment is deemed necessary. The Government is conducting research into GP/Patient activity but it is unclear which data they will extract to use for this.

It is inevitable that some things were missed in the early days but we now feel we are back on track in terms of referrals, scans etc and being able to see patients face to face. Homeworking staff did contact vulnerable and frail patients during the first lockdown to provide support and help identify health / social care issues.

Several members of the group reported positive experiences around ease of access to services.

We are living with an ever changing situation and dealing with high volumes of calls and appointments. We will need to continue to adapt as a practice in the way we offer services.

It was suggested that Covid future planning is added as a standing agenda item.

- b) We discussed the use of IT and how we could support our patients to use it.

It was agreed that creating a survey regarding this is not a good use of time/resources at this time. We may consider doing this at a later date.

There is concern about how busy our website is and how this may impact ease of use. It was suggested that we ask the wider PPG group to review the site and submit ideas on how to pare it down.

The platform we use does limit us to how much we can adapt certain aspects of it. However, it is tailored to GPs so does provide updated health information automatically.

We are unsure how much awareness there is of our Online Consultation facility. We could try to promote this.

KP to add to agenda

KP to email PPG members

<p>explored ways to help patients learn to be Covid safe and recognise 'fake news'.</p> <p>There are lots of good resources out there including the World Health Organisation and Patient.co.uk. KW will review and recommend sites for signposting patients to.</p> <p>It would be useful to find out the GPs views on the pros and cons of potential coronavirus vaccines.</p>	<p>KW to look at this</p> <p>DA to agenda this for the next partners' meeting</p>
<p>7. Identifying common themes from complaints We have received 11 complaints in the period April 2018-end Sept 2020, all of which have been resolved. There were no recurring themes and the group felt that the low numbers spoke for themselves.</p>	
<p>8. AOB None</p>	
<p>9. Items for next agenda Group constitution Covid future planning Brief outline of the structure of the NHS and common acronyms</p>	
<p>10. Date of next meeting</p>	<p>Tuesday 24th November 2020 7.30pm</p>