

WALLINGTON FAMILY PRACTICE

Patient Participation Group Meeting Thursday 4th November 2021

This meeting was held via Teams

Present:

Noor Sumun (chair)

Gareth Gregory

Adrian Mann

Robert Mann

Christine O'Donohue

Jas Weir

Sarah Kavanagh, Practice Manager

1. Welcome and introductions
2. Minutes of the last meeting on 24.6.21 were approved.
3. Actions from the minutes of the last meeting were reviewed.
 - a) The patient survey is on the agenda separately.
 - b) The data opt out has been permanently postponed.
4. NS presented an update from the PRG meetings held in July and September. This included;
 - a) Patient survey
 - b) Blood appointment queue cut out when making appointments
 - c) Resignation of chair DW
 - d) Online consultations tender process
 - e) GPs are open, business as usual
 - f) Pharmacy flu vaccination availability
 - g) Blood tube shortage

SK also raised a letter from Healthwatch regarding PRG representation. Each practice can have up to 4 PPG members who are also PRG members and up to 2 for attendance/voting each meeting. NS to liaise with AMc at Healthwatch over new members.

5. Covid boosters and flu
 - SK reported that covid booster and flu information is on the website.
 - Eligible patients should book for covid boosters via 119 or the gov.uk website. She will add the SWL CCG walk in vaccination centre info to the website.
 - AM raised the point that there was no info for patients on the website about being contacted by NHSE and not the practice. SK will update the website.
 - SK reported that there are 2 walk in centres for flu each week now, Tuesday afternoon at Wallington Old Town Hall and Friday afternoon at Thomas Wall, this is on the website. Texts have also been sent to eligible patients.
6. Patient Survey report and action plan – this was shared with members and approved for response to Healthwatch and the CCG.

WALLINGTON FAMILY PRACTICE

7. Any other business
- a) Recruitment of staff – SK reported a new GP Dr Addo started last week 4 sessions pw. We are not currently recruiting any more GPs. We are recruiting to our nursing team, rec and admin teams. Staff recruitment and retention is currently very difficult across all staff types.
 - b) Dr Wilson patients – these are yet to be reallocated to alternative GPs. This is quite a complex movement so not necessarily all to go to Dr Addo.
 - c) Online appointment booking – this is only available via Patient Access app.
 - d) GG asked about the % of patients using online access. SK will see if this can be identified. Subsequent to the meeting we have confirmed 6263 patients currently registered for online access.
 - e) Discharge summary actions – confirmed the GP will normally only contact a patient if there are actions for them detailed in a discharge summary, ie new or amended prescriptions.
 - f) Website – AM suggested that the tel no and address for the practice should be more clearly displayed. SK to look into this with website provider.
Response subsequent to meeting: the website provider stated that the phone number is available within one click because a strong aim of the website is to encourage patients to use the online services and forms available for routine enquiries rather than telephoning the practice. Whilst not suggesting we won't take telephone calls we do have limited call handlers and we appreciate the availability of the online forms as it enables us to process these enquiries within the practice more easily and within timescales more suitable to the staffing resource we have available day to day. The website provider also pointed out that making this change "could" have a negative effect and increase the number of calls by making the phone the first point of contact rather than consideration being given by patients to online form contact. The practice is therefore reluctant to make this change for this reason and we don't agree that one click is particularly onerous. This was agreed by the group.
 - g) Date of next meeting – 10 February 2022 at 5-6pm via Teams.