

## **Waterfront Patients Participation Group Meeting**

**Thursday 29th February, 2024: 11.00 a.m. – 12.25 pm**

### **Attendees:**

- Louise Bunce, Practice Manager
- Chris Beddall
- Clive Spicer
- Jane Spicer
- Anneka Page – PCN Manager
- Joan Allen, Treasurer
- Dawn Fellows
- Chris Swaithes
- Sylvia Swaithes

### **Apologies**

### **Matters Arising**

#### **Anneka Page – Brierley Hill and Amblecote Primary Care Network (PCN) Manager**

Louise introduced Anneka Page, the PCN Manager to the meeting. She had been invited to address the PPG about the PCN PPG event that was taking place the following week and to encourage PPG members to attend.

Anneka began by explaining the purpose of the PCN and identifying the seven practices that make up the Brierley Hill and Amblecote PCN that includes the Waterfront. Despite the Care Quality Commission (CQC) advising that all practices should have a PPG, currently only Three Villages and the Waterfront have active PPGs.

When asked why the need for a PCN PPG? Anneka explained that the purpose was to look at the whole population of the PCN and what was needed by way of services and support, rather than focusing on a single practice's area. The intention was that practices would learn from each other and establish how to improve access to the PPG.

The first meeting would look at ALS roles with presentations from practitioners such as the Podiatrist, Health and Wellbeing coaches etc. It will also examine how to communicate better to patients. The intention is that the PCN PPG would meet twice a year beginning with next week's meeting at the Copthorne Hotel between 10 and midday, followed by a second meeting in October 2024. The longer-term intention is to have five patients representing each practice.

A general discussion followed looking at a range of issues including the best ways of encouraging membership of PPG's including virtual membership. Chris B mentioned the age profile, backgrounds of the PPG while Dawn commented on the challenge of attending meetings when working. Chris S asked if there were any Practice Managers that might not be keen on Patient Participation Group within their surgery? Anneka noted that a number of practices were struggling to get patients involved in groups. Chris B suggested it might be better to initially encourage engagement through a social event rather than a formal meeting. Dawn felt that running a survey and publicising the results might be an effective strategy. Sylvia discussed the importance of a proactive Practice Manager who was willing to not only communicate but listen to members.

### **Did Not Attend (DNA) Review**

Louise confirmed that the DNA figures for 2024 are not going down. A disappointing start to the year despite a range of approaches including having the monthly number of DNAs on the screen in reception and staff texting patients the day before asking if they will be keeping their appointment. Chris B said that dentists' fine patients who fail to attend appointments though this is not an option for surgeries. Louise said that the practice will text patients who do not attend and confirmed that patients who have three DNAs are required to ring upon the day for an appointment. Clive gave an example of a double appointment on the NHS APP: an existing patient made appointment and an additional earlier appointment which if the patient had not checked would have been a DNA. Louise confirmed that the practice cannot access a patient's NHS App information.

## **Waterfront Website**

The updated Website is now live. Given it has only been operational for a short time the user survey has not yet been distributed and there has been limited feedback.

## **NHS Patient Survey and PPG Patient Survey 2024**

This item will remain on the agenda pending the completion of the 2024 NHS and PPG Patients Surveys.

## **Treasurer's Report**

Joan (Treasurer) confirmed that the PPG remains in funds.

## **Waterfront Surgery Staffing Updates**

Louise informed the meeting that there had been no staff changes.

## **Any Other Business**

### **NHS England Improvement of Online Communications for Patients.**

Louise updated the PPG on the progress of the new digital telephone system implementation. As might be expected there are still some teething problems, which include the Practice waiting for the link between the phone system and patients' clinical records. NHS England not surprisingly is very strict about network and data protocols.

## **Inspection Visits**

Louise updated the meeting on the Integrated Care Board (ICB) Inspection that took place on 2<sup>nd</sup> February, 2024. She said that the preparation had been demanding, the Inspectors had focused on the amber areas and was pleased to report that things had gone really well and the outcome was a "Good" rating with minimal actions to complete. Chris S, on behalf of the PPG and practice patients, expressed appreciation for the success of the ICB Inspection and congratulated the staff, Louise as Practice Manager and GPs. The practice is still waiting for notification of a date for the Care Quality Commission (CQC) inspection.

## **Diabetic Eye Screening**

There continues to be no update available as Louise is still awaiting a response to her queries about the service and its communications with patients.

## **PPG Newsletter – January 2024**

Louise confirmed that copies of the PPG Newsletter – January 2024 had been posted and emailed to patients who have not attended the surgery for a while.

## **Cardiology Imaging Department**

Louise gave an update on the impact of the Cardiology Imaging Department's move to the Waterfront - there has been a significant impact on the car parking capacity as there can be as many as 70 patients attending on a clinic day.

## **Staffing Issues**

- Clive passed on some positive feedback from patients who had consultations with Dr Buse.
- Joan commented on an appointment she had had with the nurse who had had a Physician Associate (PA) trainee with her. Louise confirmed that the PA training scheme is in association with Keele University and that the Waterfront also hosts trainee GPs.

## **Next Meeting**

The next meeting is scheduled for 11 a.m. on Thursday 4<sup>th</sup> April, 2024 at the Waterfront.