**HIGH GLADES MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Minutes of meeting held 12.30pm 10th January 2023**

**at High Glades Medical Centre, Upper Church Road, St Leonards on Sea**

**Present** The following patients:

Janet Smith (Secretary), Jean Nash, Chris Farrell, John French, Sarah Dadson, Bob Hart, John Pritchard, Jackie Bastion

Representing the practice:

Daisy Smith (Practice Manager)

Zoe Godden

1. **Apologies for Absence**

Apologies were received from the following:

Danny Shaves, Carole Shaves, Gerie Buckle, Louise Elcoate, John Howard, Nick Oddy, Stephen Binger

1. **Minutes of the previous meeting**

The minutes of the meeting held 11th October 2022 were agreed and await signing by the Chairman.

1. **Matters arising from the minutes (not already on the Agenda)**

The Practice Manager clarified the DNA figures given in her reports. Stephen Binger had sent an email to the Practice Manager with ideas for dealing with DNAs and Daisy Smith said that staff should now call people to let them know their appointment had been wasted. There would be warning letters and phone calls and if the appointment is re-booked the patient will need to reconfirm. It was noted that patients might be calling to cancel an appointment but would give up if spending a long time in a queue to be answered. Many attempts had been tried to improve the calling system but it is hoped that a new package for making and cancelling appointments could be in use in the near future with the flu clinics used for trials. It was noted that there have been big improvements in the use of text messages since the pandemic.

The role of Digital Champion was discussed – this had been taken up by Stephen Binger before Covid but the pandemic prevented any further action. Daisy Smith and Danny Shaves should ideally meet up with Stephen Binger at a future date to discuss how the role can progress. The flu vaccine clinics would end at the end of January, the clinics would be a good way to promote NHS Digital Services and let patients know what can be done with the NHS App. It is currently only possible to advise patients via text messages or information in the waiting rooms, there is no social media presence. There were suggestions for using Facebook or Next Door websites but any decision on this would have to be taken by Sydenham House in Ashford and would need staff to strictly monitor the use of the information. It was asked if other surgeries use these methods and Daisy Smith said that ideas are always shared with other local surgeries.

**4, Surgery report and liaison with the PPG**

Staff:

4 new receptionists – 3 trained and on the phones

Currently we are advertising for more staff with another 5 staff moving off reception and 2 due to retire.

Two receptionists are due to retire in February and March.

We have two new care co-coordinators that have come from reception.

1 – Rachel will be for mental health patients and autism patients

2. Claire – daily triage help, working alongside frailty team and lead reception

Staff Sickness:

We have one HCA off long term sick since September

We have one GP partner off long term sick since July

Reception and admin sickness:

November 110 hours

December 140 hours

2 reception staff tested positive this week.

* All our staff have suffered with coughs, cold, flu and a sickness bug.
* Our staff are currently wearing masks again.

I have been very unwell and have been off for 4 weeks in November/begin December

We still have remote GP’s working for us daily as well as a long term long in the surgery.

Our call centre has had really difficult last 2 months, we are inundated with telephone calls.

We have a lot of patients calling with flu symptoms, coughs, sickness bugs and strep A.

Call centre:

Last time we spoke our call centre wasn’t working and something needed to change.

The staff didn’t feel there was enough support with the amount of abuse they was getting and newer staff was struggling.

Since October we have had a big move around made some big changes.

There are two call centres both on the top floor – we have now put 5 desks into call centre A and 4 into call centre B.

In call centre A we now have a receptionist lead in with them 8.30am – 6.30pm so they are supported at all times.

We are putting the newer staff in this call centre along with staff who feel they need support.

In call centre B there are experienced receptionists to help who don’t need as much support but they can pop in to call centre A if they need more support.

Me and Zoe have moved our office on to the top floor next to the call centre so we can hear what is going and can support staff more often.

We are now listening to 10 random calls a week to use as learning.

We now have 3 lead receptionists.

We have also moved the coding team to UCR work more closely with the scanning team as it was causing a few issues with them being at separate sites. This was a big move with all desks and computers, printers etc having to move and took a big team to do this with a lot of preparation. It did take around 2 weeks for everything to settle down.

Since the move everyone is in agreement that it was the best thing for all staff and is working a lot better and things are running smoother.

In the past 2 months our call centre has really struggled with the amount of calls. Our phones lines have tripled with calls coming into the surgery.

We have had a lot of patients calling for strep A advice and coughs and colds – we have been trying to practice best practice and asking patients ringing on day one of their cough to speak to pharmacist.

Our GPs have worked throughout Christmas – covering all the bank holidays – This was a requirement from NHS England as our GPs were on call 9am – 9pm for all care home and nursing homes to protect 111 and A&E over the Christmas/ new year holiday. Our GPs did home visits and were on call every day.

We will be starting our Saturday blood clinics again – we will be starting with 10 at the moment as we are still carrying out our flu clinics. This will increase once flu clinics have finished.

I did send an email to see if the PPG wanted to help with our flu clinic but was unsure if there was confusion?

We took part in the Institute of Health and Social Care Learning Journey, we have a group of patients attending the surgery and further information is available on request.

GP telephone calls 13,531

GP F2F appointments 2,428

ANP telephone and F2F appointment 6,799

All appointment including F2F and calls 34,706 increased in last 3 months by 7,119

Flu Vaccines given 9,595

1,354 patients DNA (Did not attend) (Increase 436) Always is during flu season.

16-45 Years – 397 =25.7%

46-64 Years – 404 = 27.6%

65-80 Years – 239 = 23.4%

81+ - years – 80 = 8.7%

The Practice Manager confirmed that the practice has 18,000+ patients registered. She noted that further overload is caused by various news items that have cause to worry patients, eg the Strep A cases.

**5. PPG Publicity**

The use of social media was again suggested to advertise the work of the PPG. Local community services could also be approached and leaflets could be handed out at the flu clinics.

**6. Any Other Business**

None

**7. Dates of Future Meetings**

6pm Tuesday 18th April High Glades Medical Centre (**NB** This is a change of the details noted in earlier minutes)

The meeting closed at 1.20pm