

**Price's Mill Patient Participation Group
Notes of Meeting 29th September 2022**

Present

Stewart King (Chair), Maggie Rogers (note taker), Marilyn Miles, Paul & Betty Young, Angela Norman (NTC Rep), Jennifer Skillen, Maggie Bryant, Dr Andrew Sampson

1. Apologies

Angie Spooner, Mike Kelly (NTC Rep)

2. Welcome and Introductions

Stewart welcomed Angela Norman to the meeting.

3. Notes of Previous Meeting

Accepted with one amendment – Maggie Rogers wasn't present at the last meeting

4. Update from Price's Mill

a) Staffing

More staff have left the practice than have currently been recruited. One third of staff have left in the last twelve months.

Suzi Colley, Practice Manager, is on sick leave and is due to return in November. Ian Cawthorne, retired Practice Manager from Cam and Dursley, has been recruited as locum practice manager for three days per week.

The practice population is 9,500 and growing. Suzi has been working on a management restructure to evolve the structure to ensure it is fit for the future. The process has concluded, and staff will be moving into new roles next month. This is complicated by the fact that the team is currently short of two senior and two junior members of the management team, including the senior receptionist.

This week only one nurse and one Health Care Assistant are in post. The practice and nursing team are being supported by GDoc, a self-funding group who can provide emergency nurse cover.

The Nurse Manager is due to return from sick leave next week but is then working her notice of three months. A new nurse is joining the team next week.

The Frailty Nurse who provided cover for care homes has also left. Jennifer Skillen noted that the NHS pension scheme was no longer a consideration for people taking up jobs as more money was required now.

On a positive note, the practice has a full compliment of GPs plus locums. Funding left over from growing back after Covid is being used for locums, but costs are going up and there is a national shortage of GPs adding to difficulties.

Two new receptionists are about to start, but without the senior receptionist training will need to be bought in.

Morale amongst the staff is low with everyone having to do extra to cover the gaps. Also, a couple of new recruits let the practice down.

Some of the key reasons for the staffing problems are the general employment situation; nurses moving out of the NHS to higher paid jobs; the housing situation in the area.

Dr Sampson felt the situation could still get worse even though the surgery already pays higher than average for admin staff.

Stewart suggested that Siobhan Bailey, local MP, should be kept informed of the staffing problems. She could be invited to visit the surgery. Marilyn thought meeting PPG members there might be useful. Dr Sampson said Dr Malins had been in touch with her.

Maggie B asked about volunteer admin staff. The volunteer and zero hours admin staff who were involved with the vaccine hub had been offered roles in surgeries, but none had taken them up. Anyone interested in this sort of role should contact Ian Cawthorne.

The surgery has considered the Apprenticeship Scheme but was considered a less attractive option and would be difficult due to the lack of staff trainers.

b) Appointments and Waiting Times

The waiting time this week to see a doctor is 3-4 weeks which is average for the network.

There are three GP registrars, but two are due to go on maternity leave.

C) Covid and Vaccinations

Dr Malins is leading on the vaccination programme.

The Flu vacs arrived on Tuesday, so the surgery is ready to go.

Invitations will start to be sent by text in the next couple of days. There will be a link in the text for people to book a timed appointment on either Saturday 8th or Saturday 22nd October. Covid and Flu vaccines will be given at the same time.

The first invitations will be sent to the over 75-year-olds, Health and Social Care staff, and people with long term conditions, who are usually called for Flu vaccination.

Up to 1000 people should be seen on each day, possibly more on the second day.

Different computer systems are used for the different vaccines, but it is hoped this can be streamlined.

The Primary Care Network are organising the vaccination of care home residents and those who are house bound. Provision for a limited number of people who are car bound can be made at the surgery.

Betty asked if the Beeches Green hub was still an option for vaccination. The Beeches Green hub has been mothballed, but as the GP practice based there has not yet moved to the old Poundland building, then some vaccines can still be given there. The new 'Poundland' surgery will become the central hub.

Patients who have already responded to the NHS vaccination invitation will still be called to the surgery for their Flu vaccine.

Jennifer Skillen asked if there was provision for people who didn't have a mobile phone. This is being sorted out today.

Stewart asked whether it would be possible to have the Covid and Flu vaccines on different days. Dr Sampson said it was possible but not advised.

The Covid vaccine is manufactured by Spikevacs and is based on the Pfizer vaccine and is a 50:50 combination of the original and Omicron variant.

Betty asked if the vaccines could be given opportunistically at GP appointments. Dr Sampson said this wasn't possible as the Covid vaccine is only available for the day it is to be used, due to the very low temperature control. Opportunistic vaccines might become available later for Flu vacs.

d) Other Information

The cost-of-living crisis and gas bills increasing by four and a half times has prompted the practice to increase the number of solar panels and install an air source heat pump. The Nailsworth grid initially couldn't cope with the heat pump, but this has been resolved and the practice is now applying to Stroud Council for planning permission.

Stewart felt this would be looked on positively as the council are pro heat pumps.

5. Update from PPG Networks

a) Stroud and Berkeley Vale Cluster

Stewart reported that most of the meeting was taken up discussing the vaccination programme.

In some practices PPGs don't exist and others are seeking to merge. Due to many patients registered at Prices Mill not being local to Nailsworth Stewart asked if there might be some benefits in us connecting with other PPGs.

B) County Network

PPG Energisers were discussed. Stewart is looking into it. Jennifer reported that she has joined the Energisers, they hold regular meetings and is hoping to attend. She will feedback to the group. There is a link to the Energisers on the Future NHS website.

There was a presentation on the Green Impact for Health (Prices Mill has been awarded silver accreditation).

ICS have still not issued standard questions for PPGs to use in consulting patients.

6. Consultation with Patients

a) 2022 GP Survey Results

The tools used in the survey are useful for comparing surgeries. Prices Mill came out well in all areas. Dr Sampson said the partners reflect on the results at away days, and although the results are good there are areas where the service can improve.

The number of participants in the survey is small, 220 invites are sent out and there is about a 40% return rate. It was agreed that the survey could be highlighted on the practice Facebook page and via the PPG to try to increase participation. There is a possible bias to some data as it is often people with strong views who complete and return the forms.

b) Friends and Family Test (FFT) presentation by Jennifer Skillen

Jennifer gave a very interesting presentation on how the data, particularly qualitative data, from the FFT can be analysed and used.

The FFT is mandated by NHS England to find out about patient experience. Practices, however, only have to return the quantitative data.

Patients are more likely to complete the FFT if it is handed to them and if they are helped to complete it. Jennifer offered her help to the surgery in analysing their data. Dr Sampson felt this would be useful, but possibly a little later when the staff situation is easier, and Suzi is back.

7. Pharmacy services update

A statement from the National Pharmacy Services expected many more pharmacies to close.

Marilyn has found Lloyds in town much more efficient and friendly recently.

Jennifer reported that pharmacists working for Lloyds have agreed a pay deal, so the situation should improve.

8. AoB

No other business was raised

9. Next Meeting

The next meeting will be in January 2023 – Date to be confirmed