

## **ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD ON 29<sup>th</sup> September 2021 at the Eliot Hotel, Liskeard**

**Present: 8 Members, Dr Penny Atkinson, Liz Delbridge, Practice Manager and Toni Graves, Deputy Practice Manager.**

**Apologies: 7 members**

Due to the current Pandemic this meeting was held in the large function room at the Eliot Hotel to allow for social distancing.

Liz began by welcoming everyone to the meeting. A tribute was made to SM who has sadly passed away. SM had been a member of the PPG for many years and represented the Practice at the locality Umbrella Group. Rosedean Surgery are very grateful for her support and sincerely thank her for all she did – she will be very much missed.

Liz introduced Dr Penny Atkinson who thanked the PPG for their ongoing support. She described the role of the PPG as a test bed for patient services and a sense check and to tell us if we are getting right or wrong. She said the Practice welcomed constructive feedback.

Dr Atkinson then discussed the current media campaign in the Daily Mail. Quite frankly GPs are under enormous pressure and there simply are not enough GPs in the system to cope with the increasing demand. During the past months all GPs have had to work differently to ensure everyone is kept as safe as possible.

We are telephone triaging so all patients get a phone call initially, and then we will see patients face to face if that is necessary. Dr Atkinson stressed that if a patient requires a face-to-face appointment, they will be given one. We also have continued to home visit throughout the past year patients that need a home visit and continued to see sick children as a priority.

We are constantly trying to improve and are aware that our phone system is not perfect, but we are actively looking at how we can improve this.

Our building was purpose built as a GP Practice in 1874 but we are acutely aware it is not fit for purpose for the NHS in 2021. We are looking at improving our existing building and expansion, with car park access, with a view to creation of a state-of-the-art building which will serve the Liskeard Population for at least the next 30 years. When we have more information, we will hold a formal consultation with patients and staff. We need more clinical rooms, better patient access and improved patient flow. This is the digital age, so we need better networks and systems to support patient care. With improved premises we can expand our services for preventative medicine. We are committed to remaining in the Town.

**MINUTES FROM THE LAST MEETING** – these were approved.

### ***MATTERS ARISING***

**Patient Survey** – we had 315 patient responses. The full summary will be published on our website shortly and is attached to these Minutes for your information.

**New staff** – We have appointed Dawn Diprose, Respiratory Specialist Nurse. Dawn is a welcome addition to the Practice team with many years of experience. We have also employed an additional Advanced Nurse Practitioner, Charlotte Poad, who will support the GPs in the urgent care hub.

We are continuing to recruit a GP to replace Dr Rajan and a further Salaried GP.

### ***Flu / Phase 3 Covid Booster***

Dr Atkinson explained that this is being organised at Primary Care Network level with a view to co-administration at Millenium House in Pensilva. Practices can 'flu vaccinate housebound patients including care homes. However, Covid boosters for housebound patients is logistically challenging with the 15-minute wait after vaccination and we are still waiting information on which vaccine will be available for our housebound patients.

### ***Umbrella Group***

If anyone would like to represent our PPG, please could you let Liz know who can provide further details.

### ***APPOINTMENT DATA AND HIDDEN WORK***

We ran an appointment data audit looking at the last 12 months, September 2020 – 21. Through our website we received 3679 contacts from patients for various online services. eConsultations are additional to this and on average Monday – Friday we received between 20 – 50 requests daily. Patients could access eConsultations at weekends, but we have now turned off this facility as we felt there was a risk of missing something urgent due to the numbers of requests received on a Monday morning.

On average, all clinicians consulted between 32 – 40 patients daily and completed in addition admin work such as pathology result processing, medical and insurance reports and referrals.

Appointments are up 31% compared with pre-pandemic levels. General Practice delivered 31% more appointments in June 2021 than in June 2019 once Covid-19 jabs are factored in. Without Covid-19 jabs the rise is 13.1%.

### ***CANCER CARE FOLLOWING DIAGNOSIS***

We have signed up to a new cancer care initiative whereby patients who receive a cancer diagnosis are sent a letter from the Practice detailing all available local cancer support and offering an appointment with our Practice Nurse to discuss any concerns they may have. The letter must be sent to patients within 3 months of their diagnosis. So far it has been well received by patients.

### ***COVID OXIMETRY AT HOME***

This is also a new patient service. Anyone diagnosed as Covid positive can be referred to the Covid Home Oximetry service if they are of clinical concern. An Oximeter is issued to patients along with instructions how to monitor their Oxygen levels and what is safe and what is not. If a patient's oxygen levels dip below a safe level, they can ring the Covid Home Oximetry Service who will then organise further immediate care and monitor patients.

### ***HOME BP MONITORING FOR UNDIAGNOSED HYPERTENSION***

This is a new initiative to identify and then arrange treatment for patients who opportunistically are found to have a raised BP reading when they attend the Surgery for an appointment. Patients are issued with a BP monitor and given instructions how to record BP readings for a week and then return the results to the Practice. Our Nursing Associate then reviews the readings and contacts the patient to arrange further investigation and treatment if this is clinically indicated.

### ***PATIENT EXPECTATION AND ATTITUDES***

We accept it has been a particularly challenging time for everyone. Life has been far from normal and very uncertain. Along with all General Practices in the country, our staff have experienced increasing levels of aggression and bad behaviour from patients. A lot of behaviour does stem from frustration, and we do understand this. However, we must ensure that patients, visitors, and staff are protected from potential infection. We have continued to see patients face to face throughout the Pandemic and will continue to do so. We just ask that patients are understanding as we have had to put procedures and protocols in place to maintain our healthcare services to patients.

### ***ANY OTHER BUSINESS***

A question was raised concerning telephoning prescription requests and leaving messages on an answerphone as previously used to happen. Patients left messages but often forgot to leave their name or medication details. NHS England deemed this an unsafe practice, so it was stopped.

NHS App - <https://www.nhs.uk/nhs-app>

The NHS App is available on iOS and Android mobile phones. To use it you must be aged 13 and over and registered with a GP surgery in England. You can also access NHS App services from the browser on your desktop or laptop computer. You can order your prescriptions, see your covid vaccination status and access other services.

### ***DATE OF NEXT MEETING***

**This will be in the Eliot Hotel function room, Wednesday 1<sup>st</sup> December 2021 at 4 pm.  
Please wear a face mask – we will socially distance.**