



Newbold Surgery Patient Participation Group



Minutes of the Meeting **Thursday 18th January 2024**

In Attendance:

Rachael Carrington (Practice Manager), Dr Robert Barron (GP Partner), Robert and Marilyn Hay, Sue Deakin, Sue and Bob Goodwin, Annie Wilkinson, Trudy Allen, Paul Hetherington

Apologies received:

Sue Jenkinson, Fran Corrie and David Corrie

Rachael received an unknown text message to her email address today at 1.30pm. She was unable to open it due to security systems so apologises if someone else has sent their apologies and she was unable to record it.

Members Update

Practice Update

Staff Changes

This month our salaried GP Dr Phoebe Lole started a period of 12months maternity leave. We are all very excited to hear about the safe arrival of her new baby later this month. Dr Lole's sessions at the practice will be covered by various GP Locums some of whom we have used previously and you may recognise. Dr Elliott may also be increasing his sessions in June to cover some of Dr Lole's work. We do not anticipate losing GP capacity during Dr Lole's leave and we are doing our very best to ensure access to GP's is not compromised.

December saw us say goodbye to our GP Registrars Dr Sadiq and Dr Quadra who will be continuing their training in hospital. We welcomed Dr Megaly and Dr Tariq who are in the early stages of their training and will be with us till the end of March.

We were successful in our recruitment for an Advanced Clinical Practitioner when we interviewed in December. The new recruit is currently working her notice period with a view to starting with us in April. Rachael will update the group again at the March meeting with further details.

Practice Representatives at PPG meetings

Rachael was kindly joined by Dr Robert Barron one of the GP Partners. Some of the newer members had not met him at previous meetings therefore introductions were made and any questions from the group answered.

Members Agenda Items

Nothing this month



Flu/Covid Campaign Update

Covid vaccines in surgery have now finished however flu vaccinations are still available till March for anyone who hasn't yet had one. We are currently sending 3rd invitations to patients who have not yet had their vaccine or informed us they wish to decline.

Winter Pressures/Opel Reporting

As we are now well into the winter months, we are seeing the usual increase in winter illness and this has a huge impact on services provided. We are asked to complete a report 2-3 times per week to inform the ICB and NHS England how we are coping. These submissions are called OPEL reporting and the practice must declare a colour coded response stating if we are:

Green which indicates the Practice's capacity is such that we are able to maintain patient flow and are able to meet anticipated demand within available resources

Amber which shows the Practice's capacity is experiencing additional pressure. When this happens, internal communication will alert the whole team to take appropriate and timely actions to reduce the level of pressure as quickly as possible

Red indicates the Practice is experiencing sustained additional pressures affecting the delivery of comprehensive patient care. Again when this happens we are struggling to meet demand, we implement our business continuity plan to try to manage but may have to send messages to patients and other providers for support or delay non urgent work

Black Reporting Black is serious and indicates that pressure in the Practice's system continues to escalate leaving the organisation unable to deliver comprehensive patient care. There is an increased risk to patient care and safety. When this happens the Practice can no longer cope with demand despite implementing their continuity plan and pooling resources. When we report Black, we are concerned for both staff and patient safety. We are only able to deliver urgent and emergency same-day care forcing us to cancel routine appointments, contact patients via text and social media to highlight our plight, and consider cancelling staff leave.

Rachael explained, most years we are allocated additional funding from the ICB/NHS England to allow us to increase capacity From December to March. This gives us the opportunity to employ additional staff allowing us to accommodate this increase in demand. Sadly, this year there is no funding available and this saw our practice report Black 3 times in 1 week. Due to sickness and leave we were reduced from 7 of our regular GP's to 2, and from 8 admin staff to 3, we simply could not cope with demand and the staff who were here struggled to do the work of 3. It was a huge team effort to get through the week with everyone pooling their skills in order to help out where they could. Rachael is very proud of how the remaining staff pulled together, took care of each other and did their very best to continue to look after our patients under such stressful circumstances. The practice is extremely lucky to have such dedicated and loyal staff, without them, we would not have got through the week and patient care would have suffered as a result.

Funding

Members asked why winter pressures funding was not available this year and Rachael explained that the ICB does not have a magic porridge pot with ever expanding funds. Funds are allocated where they are most needed each year and there was simply not enough money to allocate to practices for winter pressures this year.

Members asked why the practice sometimes has to spend money on certain illness or projects and why the funding is ringfenced and can not be spent in other areas? A brief discussion was had regarding priority areas with the current increase of Measles cases being used as an example. Rachael explained how work is ever evolving dependant on what is happening in the health care system and NHSE/ICB funding needs to follow this. Balancing available funding against health care demands will always be difficult.



Acute Respiratory Infection Appointments

The practice has been asked to help provide additional capacity for patients presenting with urgent respiratory infections over the next 3 months. Despite winter pressures funding not being available, the Primary Care Network (of which Newbold Surgery is a member) was offered a small amount of additional funding which has been ring fenced to provide Hub appointments across the Chesterfield and Dronfield area seeing patients with chest infections, breathing difficulties and respiratory illness. It is hoped that if these patients are seen urgently, it will stop their condition from becoming worse and avoid unnecessary hospital attendance and admissions. The funding allows the practice to offer approximately 2 Respiratory Infection Hub appointments per day. These are in addition to our usual GP appointments with patients across the PCN being able to access them.

Patient Questionnaire

Members were asked at the last meeting if they would like to complete a questionnaire for the practice. These have now been emailed out for completion along with any feedback or suggested improvements.

As this questionnaire is being used across all practices in the Primary Care Network, not all suggestions will be able to be used as all 10 practices would have to agree the content. Rachael is happy to submit ideas for consideration on behalf of the group at the next PCN meeting.

AOB

Increase in cases of Measles and Covid

There has been an increase in the number of patients presenting with Covid again and there has been a national increase in the number of patients presenting with Measles. The practice is currently inviting patients who do not have a record of a Measles vaccination in the medical records to consider a Booster to help protect them against this disease. There are 3 cohorts of patients to contact between November and March and we have to find additional capacity to accommodate this.

Meeting Agenda

Agenda items can be emailed to Rachael prior to the next meeting. Please allow time for any research if required. If necessary the item may be adjourned till the following meeting to allow Rachael to gather any necessary data.

Dents Pharmacy Update

Members asked if there was any update regarding John Dents Pharmacy. Rachael confirmed it had been advertised for sale with tenders due by the end of November 2023. It is hoped that new owners will occupy the space within the next few months. Patients should not see any disruption to services or staff other than possibly a name change.

Book Sales

Members would like to see the return of the Book Sales in surgery. We will try to source another bookcase ensuring we continue to meet infection control measures regarding Covid.

Date and Time of Next Meetings:

Thursday 14th March 2024 – 6.30pm in the Waiting Room

Thursday 23rd May 2024 – 6.30pm in the Waiting Room – To Be Confirmed

Thursday 18th July 2024 - 6.30pm in the Waiting Room – To Be Confirmed

Thursday 12th September 2024 - 6.30pm in the Waiting Room – To Be Confirmed

Thursday 21st November 2024 - 6.30pm in the Waiting Room – To Be Confirmed