

PPG Meeting Minutes – Tuesday 23rd July 1:30pm **Norton Place**

Leading the meeting: Kellie and Caitlin.

Attendees: Sylvia C, Malcolm C, Neil P, Sara H, Steve T, Nigel F and Peter L.

Advertisement of PPG:

- Kellie said we have advertised on Facebook; leaflets are being handed out in reception to get more patients to join PPG. TV's have not been done yet as we have not had time to set it up but will do it this month.

Chairman and Secretary for PPG:

- Kellie said this has not been arranged yet as we would like to grow the PPG group bigger, so it gives a fair chance to everybody.
- A description of what the role entails will be listed on the website within the next few weeks.

Communications with the PPG:

- Kellie mentioned we tried a new method of contact with everyone which was SMS via Systmone, there is a waiting list which we use to send this. It allows the patients to reply with anything they want to add to the agenda or if they are unable to make the meeting.
- Kellie said we can send SMS messages with more characters; this allows patients to get more information from a message.

Kellie said unfortunately we were unable to get any staff members to come to the meeting as we have a few staff members off sick and staff in clinics.

Microsoft Outage:

- Steve T asked if any of our surgeries suffered the issue that occurred Friday affecting systems. Kellie said she received a call from Anima asking if everything was working, so she asked Harry to test it out as she was on A/L. Harry tested it out and it was all up and running. Kellie said it was only EMIS systems that were affected, majority of our surgeries use SystmOne.
- Kellie said the question has been asked as to what will happen if the systems do go down regarding Anima. Her advice that she said to the surgeries was to shut Anima down for that day as it would be unsafe and everything to go via phones for triaging.

Summer Health & Wellbeing Day:

- Kellie said we had a great success with 306 patients through the door for the Wellbeing Day that commenced on Wed 10th July at the Shoebury and Thorpe Bay Baptist Church.

- The team done 185 blood pressures, which would be 185 appointments meaning about 5 days' worth of clinics.
- Around 180 leaflets were given out on different health advice.
- 61 blood forms were raised on the day and then booked in.
- 42 patients visited COPD community connectors.
- 41 patients signed up to Yoga4All newsletters.
- 37 patients engaged with men's health.
- 43 patients engaged with women's health.
- 32 patients had spoken to social prescribers.
- Nigel F asked if the Health and Wellbeing Days are intended to roll out across the area so more of Central Surgery patients can attend. Kellie explained within our PCN we have all the surgeries to be mindful of, anyone that hit the target lists would have received a SMS message. An example given was anyone with outstanding Asthma reviews, Diabetic reviews, Blood pressure etc.
- Feedback overall was good, a few negative comments but to be expected.
- Skin Cancer Awareness talk had a good uptake, a patient gave feedback that they had visited the talk and decided to book a GP appointment after listening.
- Nigel F said his wife came along to the event, but he still thinks it is ideal to have the event scattered around the area. Kellie said the issue is majority of the patients are within the Shoebury area, we must take into consideration the cost of the venue and if a fair amount of parking is available.
- Nigel F suggested the Trinity Hall as it is a walking distance for a lot of patients who live in Southchurch.
- Steve T asked what QOF is, Kellie explained it being health indicators for long term conditions so GP surgeries can monitor it as well as them being paid for it so they can fund staffing etc.
- Kellie said pros and cons must be weighed up when it comes to these events as we close Norton Place for the day so must work out the costs for it.
- Kellie mentioned an issue with community work as patients are having a service done such as a blood pressure check, but it will not go on the GP record as they don't have access to the system. This can become frustrating for patients as they would have just had it done but will continue to get SMS messages from GP Surgery inviting them in to get BP check. Sara H said she had her BP done at the Pharmacy and was assured it would be added to her GP record.

Food Donations:

- Kellie asked for volunteers to take in food donations one day in the week as we are becoming quite low in the pantry which is outside Norton Place. It would also be a good way to promote the PPG group with patients coming and going.
- Sara H said she will put it on the agenda when she attends the planning meeting for Scouts.

24/07/2024

- Sara H said she will promote COPD community connectors whilst taking food donations.
- A SMS message will be sent to patients that are booked in for appointments with us so they are aware.

Date for Food Donations: Wed 4th September 9:30am-12:30pm at Norton Place.

Anima Data – Call Waiting times:

- Kellie said the data we retrieved is longest wait time (seconds) and average wait time (seconds) for NSS.
- Longest wait time before Anima was 5,281 seconds which divided by 60 seconds was 88 minutes on the phone one person had to wait to speak to someone.
- Longest average wait time now is 489 seconds divided by 60 seconds, which totals at 8.5minutes.
- Kellie said the data goes up and down which can depend on if a message has been sent to patients, staff sickness etc.
- Kellie said NSS and TBS have had to let go of some staff but have hired 6 new staff members.
- Kellie said it has been identified there is an issue with Daisy phones that NSS use, it is not fulfilling the contract.
- Steve T said monthly data instead of per day would be better.
- Kellie mentioned that Norton Place will be getting a new phone system with XON.
- 3,380 digital triages were done last month through Anima, 1,200 were done without appointments needed.

Change/Improving the process for Anima:

- Kellie said Harry has been employed at TBS to help with Anima across the 3 surgeries.
- Harry will be able to offer help to patients if their account gets locked, the general process of Anima, any password issues.
- Kellie explained the NICE guidance for the triage process with Anima.

Date of next meeting:

Tuesday 17th September at 1:30pm held at Norton Place.

Actions for the next meeting:

- Foodbank.
- Look at other venues for wellbeing day.
- PPG chairman and secretary on the website/TV.
- Looking into how community services communicate with GP surgeries and logging patients notes.