

## **PPG Meeting Minutes – Tuesday 17<sup>th</sup> September 1:30pm** **Norton Place**

Leading the meeting: Kellie, Caitlin, and Donna.

Attendees: Malcolm C, Sylvia C, George C, Steve T, Chris R, Chris G and Peter L.

### **Actions from last PPG meeting:**

#### *Foodbank:*

- Overall success thank you to Sara Hadden and Neil Pittock, social media posts have been uploaded.

#### *Other venues for Wellbeing Days:*

- A bus has been offered for Norton Place to use where there is a clinical room on board which allows blood tests to be taken.
- The bus can go to different locations to contact a variety of patients.

#### *Chairman and Secretary for PPG:*

- A potential patient from Dr Palacin's Surgery may be interested, they were unable to attend the meeting today.
- Another potential patient from TBS would be ideal, Kellie will follow up to contact.

#### *Community work:*

- Everyone Health are now on SystmOne so can log onto patients notes where GP Surgeries can see their entries.
- Other charities such as COPD Community Connectors we are unable to see what they do with patients as there is no access to SystmOne.

### **Agenda for the PPG**

#### **COVID Autumn Boosters:**

- SMS messages will be sent out to patients within the next few weeks once shipment dates for vaccinations have been confirmed.
- Eligible patients will be over 65's, carers, care homes, housebound and vulnerable patients.

#### **Flu Vaccinations:**

- GP surgeries are doing the vaccinations, Norton Place will not be doing these.
- Pharmacies are available.

18/09/2024

### **RSV Vaccinations:**

- GP surgeries are now opening clinics up for these vaccinations, Norton Place will not be doing these.

### **Wellbeing Days:**

- No set upcoming dates yet, looking for end of October beginning of November.

### **NHS Health Checks:**

- There has been an increase in the NHS Health Checks being done across the surgeries within the PCN. North Shoebury and Thorpe Bay Surgery have done 236 over a month period. NHS Health Checks were explained what they were to the participants.

### **Digital triage across the sites of North Shoebury and Thorpe Bay Surgery:**

- 2930 triages were done via online website.
- 633 triages were done by walking into the surgery F2F or Telephone.
- George C asked who decides the operating hours for Anima to be open. Kellie said the surgery decides. George C asked why he is not able to make an appointment over the weekend as there is a rush Monday morning. Kellie said it is clinically unsafe to have it open 24/7 as a patient could log on late at night with chest pains, staff would not be available to assist therefore patient could result in being admitted into hospital.

*Patients was dissatisfied with the answer regarding Anima being open 24/7.*

- Kellie mentioned she noticed a problem with the prescriptions on Anima which has now been resolved.
- Kellie explained the NHS tells the GP Surgeries to be open the core hours.
- Kellie explained triages are done without an appointment, freeing up appointments for those that need to be seen.
- Kellie clarified the reason for the questions on anima triage as it gives the clinician the other end who is triaging more information to decide whether it requires an appointment or can be done via messaging the patient back.
- Donna C said GP'S have admin time as they need to go through tasks, arrange referrals to be sent to secretaries, attend home visits.

*George C said we should state in the PPG Meetings what we can and cannot talk about.*

Steve T asked if the emails were working for NSS and TBS, Donna said the complaints email was working. Kellie checked the website and there was an issue with the emails which she will resolve.

*Donna C left.*

*Kellie showed data about triages to attendees.*

18/09/2024

**MDT Hub:**

- PCN based.
- Different colleagues within the hub with outside sources, they will work closely with frequent attendees to the surgeries to ensure they are getting the right help.

**Call waiting times for NSS and TBS:**

- Kellie has identified there is an issue with the phone lines which will be getting resolved, technicians have been on site.
- Kellie said the GP surgery is looking to change their contract for the phone lines but is a long process.
- Norton Place are having X-On phones which will be installed on 20/09/24 however will not go live until October.
- Steve T suggested the PPG group going through a test case for Anima, so they understand how it works and suggest improvements. Kellie responded with; the questions are different for different issues patients put forward on the triage.

*Chris G asked if the TV's had gone up in the surgeries, Kellie said they have gone up everywhere but Central Surgery as they are waiting for someone to put their TV on the wall.*

**Date of next meeting: Tuesday 12<sup>th</sup> November at 1:30pm.**