

## **PPG meeting - 09/07/2024**

### Previous minutes

Automatic doors now repaired.

### Practice updates

Caroline has left the Practice and her replacement; Alex will be starting today. Will be noted in the next newsletter with updated staffing list and website will be updated accordingly.

Dr Parikh will be taking a 6-month sabbatical from October. The Practice will have Dr Hobbs covering his clinics and she will be working the same days as Dr Parikh (Tues, Weds, Thurs).

### PCN (Primary Care Network) Updates

Social prescriber, Becky, has started her maternity leave. The board (which is made up of a representative from each practice in the area) are in the process of discussion a potential stand-in during her maternity leave. The PCN is reliant on funding approval processes before a new person can be put in post.

Advanced Clinical Practitioner has been recruited and is offering appointments 3 days a week at the PCN hub.

New PCN website has been created and is now linked on our website and in our practice newsletter.

### AOB

#### Results and follow up

Learning event from PPG member discussed regarding the obtaining of results and process of follow ups. Discussed safety netting for pending results/referrals. VT will discuss with systems provider/lab a failsafe for results not returned. Apologised for the miscommunication that caused the learning event. Discussed practice usual processes for follow ups should results be normal but acknowledge that failsafe measures will be helpful to avoid any missed results.

#### NHS App showing “no comment” next to items such as BP, BMI.

Point 1 - BP readings are requested periodically as part of on-going monitoring. The practice process is that if they are high, an appointment would be booked with one of our clinical pharmacists to discuss the reading. Discussed possibly changing the text template to explain this.

Following the meeting, VT looked to change the text template used to request BP readings, however as this is a system made text, we are unable to amend it. VT has reminded all staff of our usual process

Scenario - Text response received and BP reading high. Step 1. Save the reading to patient record. Step 2. Book telephone appointment with Clinical Pharmacist. Step 3. Text patient – “Thank you for submitting your blood pressure readings, your results are higher than average. Therefore, we have made a telephone appointment with our clinical pharmacist on \_\_\_\_\_ to discuss the readings. If this appointment is not convenient or you would prefer to attend in person, please contact the practice to rearrange”.

This will be monitored over the next coming weeks as a learning audit to ensure all staff are following the correct process.

Point 2 – VT explained that when certain results such as blood results or x-rays are received back, our clinicians have the option to add a comment such as discuss with GP, repeat test. However, with recording of BPs, BMI, Height, Weight etc, we do not have the option to “add a comment” as we do with other results. Therefore, there is no comment to amend or adjust. It is just a code on your records. This seems to be a software default with the NHS app that we are unable to adjust. Agreed to add this explanation to the next newsletter.

#### Private hospital results and NHS hospital results

Point raised from PPG member that when having a scan at a NHS hospital, when they attended a private hospital these scans were not visible.

Explained there is no system in place that currently allows this as far as the practice are aware, however GraphNet is a system currently in development and becoming more advanced, this will allow medical information to be shared across the NHS network to make the accessing of this information easier regardless of which hospital/department you visit. We are currently unaware if this will include private hospitals and providers. Advised if further discussion required could be raised with PALs who can discuss with the commissioners.

#### Query regarding GP Trainees

Dr Chan is a GP trainer – to become GP trainer additional qualifications are required and it is therefore personal choice if a GP wishes to pursue this. We are expecting our next student in April 2025. We have had a period without a trainee GP due to Dr Chan’s maternity leave.

Dr Chan will be allocated training supervision time with the trainee and appointments will be offered with the trainee as appropriate. Where required, additional locums will be obtained.

#### Query regarding appointment offering/patient lists

Discussion raised regarding the differing in practice offerings across the area, following a discussion regarding the Optimising Access Through Human Fit (Quality improvement discussions previously discussed in past meetings). All practices have appointment mapping where the types of appointments, whether they are acute or routine, length of time from booking and length of appointments are all coded in the background of our systems and reviewed by the commissions/NHS England.

#### Structure of meetings

PPG requested meeting dates to be set a year in advance. Agreed this can be done however please be aware dates may be subject to change based on annual leave of GPs or Practice Management.

#### TV Screen

Request for the time of slides to be increased as it can be difficult to read all the information before the slide changes – agreed.

#### Extension

Current plans for extension on hold