

# **HOPE FAMILY MEDICAL CENTRE**

## **PPG Meeting held Thursday 20<sup>th</sup> February 2020**

**Present:** HJ, WP, BR, NV, JG, AP, PC, PK and KS

**Apologies:** EO'R, MG, DH, GH, EO and SP

### **Minutes of the last meeting**

HJ welcomed everyone to the meeting. The minutes of the last meeting were reviewed.

### **Matters Arising**

#### **System Migration**

We have received an email from IT to say that following the removal of Microtest from the Framework Contract, detailed discussions on the future delivery of GP systems have been undertaken with Welsh Government, GP and Health Board representatives. However, further work and consideration is needed by all parties before a final decision is taken. This is expected to be towards the end of February 2020, at which point we will be notified.

#### **New Advanced Nurse Practitioner (ANP)**

We undertook a recruitment process for a new ANP to join the team, we had 1 applicant from the advert in November but when interviewed in December they were not what we were looking for. We advertised again in January and although we had 3 applicants, 2 declined the offer of an interview. The 3<sup>rd</sup> will be interviewed on Tuesday 25<sup>th</sup> Feb.

### **Practice Update**

#### **Flu Campaign**

We seem to be on target to meet the requirements of 75% of over 65's and 65% of eligible under 65's being vaccinated. However, we are still lower than other surgeries in our cluster. We are trying to develop further plans for next year. Both text services now offer the opportunity for patients to text back to decline so hopefully this will help.

#### **Coronavirus**

The surgery has a plan in place should anyone present with symptoms. The Health Board also have a strategic plan in place.

#### **Registrations**

We continue to monitor the amount of registrations we have, it continues to rise standing at around 9200 at present. We will continue to monitor this especially with the progress being made in the Llay and Penyffordd building projects. We have been informed by the Health Board that no local practices currently have a closed list so should not be rejecting patients wanting to register with them.

#### **New Text Service**

This is proving to be very successful and as more staff begin to use it, we begin to see greater benefits.

#### **Triage System**

The Partners are currently looking at a new triage system which will mean that all contacts with the practice are clinically triaged by a GP/ANP. The system is called AskmyGP and more information can be found at <https://askmygp.uk/>. Two Partners went to see the system in operation in Penrhyn Bay surgery. It received good reports from both clinical and administration staff and whilst the amount of work is not reduced, it is more manageable. Admin like it because decisions on who the patient sees is made by a clinician and this reduces confrontation with patients. Clinicians like it as

they have more control over what they see. Patients like it as it reduces phone calls, results in a same day response and often replaces the need to visit the surgery as advice can be passed via email or the telephone.

We are looking into this further and some data mining and staff questionnaires will take place to see if the Practice is suitable.

#### Electronic communications from Hospital

In my quest to increase the amount of electronic communication we receive and reduce the amount of paper they use, in January I wrote to the Chief Executive at the hospital. Unfortunately, on the 5<sup>th</sup> Feb, we had notification to say he was leaving the post (I hope it wasn't something I said!) but thankfully the new interim post holder responded on the 12<sup>th</sup> February and reassuringly it is something they are looking into and recognise that all clinic letters and discharge letters should be generated electronically. Of course all this takes resource which has to be approved by the Trust and so we probably won't see much happening in the short term, but hopefully in the longer term things will improve. I will continue with my quest.

#### Christmas fundraising

Staff took part in several fundraising activities in December:

Elf day for dementia: £107,

Jumper day for Save the Children: £32,

Donations in lieu of cards for Nightingale house: £103.50,

Hamper raffle for Nightingale house: £143

The Christmas hamper was actually won by a PPG member, so well done KS.

#### Any Other Business

##### Patient Survey

As part of our new QAIF requirements, we have to carry out an annual patient survey and then discuss the results within our cluster. As we have to have it completed by the end of March, this year, as a cluster, we have simply decided to do the NHS England friends and family test where patients rate their likelihood of recommending the Practice to friends/family. The survey is currently running for one week and is on the check-in screen with paper copies also available on reception.

##### Annual chronic disease reviews

We are currently in the process of re-organising how we arrange our annual chronic disease reviews. We will be moving to a Birthday month review date where patients are invited for their review during their birthday month and all chronic diseases will be covered in the one appointment. This will reduce the number of appointments patients are required to attend and they will know their review is due around their birthday. Of course, some patients will still require interim reviews if their condition is not well managed and these will take place as and when required but the main one will always be during their birthday month.

##### Check-in machine

Concerns were raised of this not working, no technical problem but sometimes it does have a blip.

##### Nurse Appointments

One member had struggled to get a nurse appointment, this should not be the case as there is usually always capacity. Please speak to HJ if you experience problems.

##### Date of the next meeting

Monday 18<sup>th</sup> May 2020 at 7.00pm