

## Minutes of Patient Participation Group (PPG) meeting on 29 November 2021

Present: Jacqui Drewery, Sue Claydon, Helen Lattaway, Rosemary Cox, Maureen Samuels, June Coppin, Kathy Cornell, Barbara Dronfield, Adel Salmon, Marlene Holt, Chris Holt.

Apologies: Liz Yorke, Paul Bass.

1. **Covid update** (NB Everything changed two weeks later!) – housebound only are receiving letters these ask if they can get to a centre but then they can receive vaccine at home. Doddington is now finished and Wisbech is the main local centre.
2. **Flu** – clinics have finished but uptakes are increasing so have re-ordered for the under 64s and may set up one more clinic.
3. **Finance** – no change since our last meeting.
4. **Update from the Surgery:**
  - There a new Advanced Clinical (Nurse) Practitioner who is possible for two days per week.
  - It was noted that Doddington Minor Injuries does not see children under the age of five, they must go to Peterborough
  - Did Not Attends (DNAs) are still a problem. Three this morning for GP's. It occurs through all the age groups. A text is sent 3 days before and then 1 day before, but not clear if these bring cancellations or not.
  - Presently working at 23% above capacity.
  - There has been no response to the advert for another Advanced (Nurse) Clinical Practitioner.
5. **New 'looking after yourself' campaign.** Sue informed the group that a leaflet was to be sent to all the households in the Greater Peterborough post code areas with 'Help us help you and your family stay well. There was quite a discussion on this. A major point raised was that asking people on Universal Credit to buy over the counter medication would mean that they would likely not do it for financial reasons. Also, while many do keep a 'medicine shelf' with basic things, many younger people have grown up with 'get a prescription from your GP'. We will have to see if there are any comments from patients on this. The general consensus was that it will be recycled.
6. **Appointments** –
  - There will be a move to ALL GP appointments being pre-bookable.
  - On the day appointments will be with Advanced Clinical Practioners (they will have access to GP appointments if necessary)
  - More appointments will be available online to reduce the 'cog' on the phone

- This will make more GP time accessible to other staff.

( it will be important for patients to know that they have been 'listened to' in regard to not wanting to have to phone back the next day to try and get an appointment).

7. The question of patient's results was raised by Rosemary after a concerning incident. Helen said she would investigate and report back. The concern focussed on results not being acted on when received but picked up by Dr Joyce as she was checking notes some time later.

## 8. Newsletter

- Agreed that this will be in both printed and emailed copy
- Will aim for a bi-monthly edition
- Can be printed at the surgery
- We will use the previous design and it was seen as useful
- Copies of the newsletter to go to pharmacies, library as well as in the Surgery
- Latest information on Surgery e.g., changes to appointments etc. Also number of DNAs and information on support organisations locally.
- Jacqui, Barbara, Kathy and Sue will meet in December to further develop proposals.

9. **Date of the next meeting** – Monday, 31 January 2022 at 4:30 in the Riverside Surgery.

NB A card and tin of chocolates were sent to the Staff from the Patient's Group.

Just received a long update from the Cambridgeshire and Peterborough CCG. A few points:

- already delivered over half a million booster vaccinations, with almost 82% of eligible adults
- To make it easier for patients to find the information they need, and to reduce pressure on our local hospitals and GPs, the CCG has set up a new helpdesk for people who have queries or concerns relating to a hospital appointment they are waiting for. Patients can call the helpdesk for free on 0800 048 5800, Monday to Friday, 9am until 5pm. **(This is something to put in the newsletter)**
- has launched a public consultation on proposed changes to neuro-rehabilitation services provided in our local area, specifically those provided at the Oliver Zangwill Centre for Neuropsychological Rehabilitation **(are there Riverside Patients who have used these?)**
- NHS advice booklet delivered to approx. 380,000 local households.