

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Wednesday 15 February 2023

## **PRESENT**

David Pryke – Chairman

Mrs. Joan Kooner – Vice-Chairman

Mrs. Sally Atkins – Nurse Administration Manager

Mr. David Baynes; Miss Annette Chipperfield; Mr. John Doughty; Mrs. Claire Farr; Ms. Pam Lander-Brinkley; Mr. Robin Lander-Brinkley; Mr. Magan Patel; Mrs. Shanta Patel; Mrs Jayne Pryke; Mrs. Pat Wainwright; Mr. Godfrey White; Mrs. Janet Wilmot; Mr. Derek Wynn

Apologies from: Mrs. Anne Stockham; Mr. Allan Sturmeay

### **1. WELCOME**

The Chairman welcomed everyone to the meeting.

He apologised for the wrong minutes being sent out with the agenda. It was his fault as he attached the previous minutes when he sent Sally the agenda, everyone would, however, had received the correct minutes when Sally sent them out after the last meeting

He reminded everyone that that any questions for the practice should be sent in advance of the meeting this was to try and ensure that the questions could be fully answered as there was not always an appropriate member of staff at the meeting to give an answer. This would continue to happen for all future meetings.

He also reminded everyone that this meeting was not a forum to discuss personal issues, these should be directed direct to the Practice.

### **2. MINUTES**

The Minutes of the meeting held on 28 October 2022 were agreed as a correct record.

### **3 PRACTICE UPDATE**

Sally Atkins said that at present there were only three receptionists either end available and as a result calls would take longer to be answered and, that because of sickness some clinics had to be moved or cancelled.

Drs. Ballard-White and Lyons had resigned. But patients may still see them occasionally as they were now locums.

Cosham community Practice is now closing and the patients for that practice would be distributed around other practices.

The Practice now had a new nurse practitioner and a paramedic which should help take the pressure off of the GPs. There were also new pharmacists which would assist with prescriptions, it was hoped that one of them would attend a future meeting to explain their role.

Blood Clinics were now available for everyone but these were not available on Saturdays.

Sally said that 35,769 covid vaccinations had been given by the practice, which as well as practice patients included care homes, the housebound, the police and fire services, lifeboat services, schoolteachers, and local shops. Clinical Manager Sam King was very proud of the fact that we had not wasted 1 vaccine until 2021, when patients failed to attend their booked appointment's. It was proposed that the next round of covid vaccinations would be in the autumn for the clinically vulnerable.

Some pharmacies provide a Minor ailments scheme. Please ask to be treated under this scheme if you are entitled to free prescriptions. (Not all pharmacies participate in this scheme)

Some of the ailments that can be treated with over-the-counter medications are ear pain, ear wax, coughs and colds sore throats, worms, head lice and hay fever.

#### **4. WRITTEN QUESTIONS AND ANSWERS**

Sally Atkins reported that she had received one question relating to patient's missed phone calls from the practice. The practice was unable to leave messages on answerphones for patients unless the consent of the patient had been given. Forms for consent were available at the meeting and the legal implications of the system was being looked at.

She also advised that consent to discuss spouse/partner/family records (children 16 and over) must be recorded on the patients' records. Forms were also available at the meeting or can be collected from the surgery.

Sally also had a question relating to prescriptions being issued with '@Prescription Token' printed on it This was usually because the prescription had been reprinted because the medication was not available at the pharmacy that the prescription had been sent to allowing the patient to go to another pharmacy.

#### **5. CHAIRMAN'S STATEMENT**

At the last meeting he reported that each full time GP in our practice has 2458 patients, which was above average. The press recently reported that most GPs were coping with over 2000 patients which was double that of 6 years ago and that the average across England 2273 patients per GP and Portsmouth had the second highest rate of patients per GP in the country. It could mean that our Practice was coping with many more patients. Because of this it could, at times, mean patients face longer waits for appointments.

He had again tried out the telephone system and it was working well, yes patients may, at times, have to wait to get through to a receptionist, but everyone must be aware that this was due to the volume of calls and that some patients took much longer than others when they did get through, he found the staff very courteous and very helpful.

Pat Wainwright mentioned to him about a choir that she has joined which has helped her and arrangements would be made for someone from the choir to come and give us a talk.

He said that he had been thinking about holding an informal coffee morning at the practice, to possibly help people who are lonely or would like a get together. He asked everyone'd thoughts about this, and it was agreed that it would be a good idea. Sally/David to organise this which would be over a lunchtime to allow Gps/Nurses to pop in and say hello. He advised that this was not a usual PPG format and any GP/Nurses who may pop in would not be available to answer any questions regarding treatments appointments etc.

He also mentioned that there were warm places at Portsmouth Cathedral and Southsea Library which could help people.

## **6. PATIENT EXPERIENCE MANAGER**

**The Chairman reported that Daryl Whitehead, the Patient Experience Manager, was not able to come to the meeting because she had Covid. For the benefit of everyone the Chairman outlined Daryl's role and said that she hoped to be at a future meeting.**

**Her role was primarily the maximising of patient satisfaction. She acknowledged and investigated patients' complaints in line with the NHS complaints procedure and identified any learning and potential for continuous improvement. Currently the bulk of complaints was from patients or carers who did not understand why they were unable to obtain an appointment or**

**why they had to hold on so long to get through on phone lines. She also dealt with staff complaints about patient behaviour – the unpleasant and aggressive behaviour from some patients was on the increase and there was a need to support staff and encourage a more tolerant behaviour from patients.**

**She was using researching tools and methods of communications ensuring patient facing communications were relevant, appropriate, and up to date using all available media. Best practices in digital communication methods and how to maximise the potentials of these tools were being researched.**

## **7. FUTURE MEETINGS**

**Future meetings had been arranged for 28 June and 25 October 2023. The Chairman requested that if anyone had any ideas for presentations at future meetings, they should let him know**