

Minutes of the KEY Patient Participation Group Meeting

Wednesday 11th January 2023 at 7.00pm at Yarnton

Attendees

(GL) – Chair/patient (K)

(CR) – Treasurer/patient (K)

(AC) – Secretary/patient (K)

(JH) – Vice chair/patient (Y)

(AK) – Patient (Y)

(AP) – Patient (K)

(FL) – Patient (K)

(MC) – Patient (K)

(MJ) – Patient (K)

(TS) – Patient (K)

(AG) – Patient (K)

Kathryn Muddle (KM) – Practice Manager

Dr David Finnigan (DF) – GP Partner

(K) – Kidlington Surgery (Y) – Yarnton Surgery

1. Welcome and Apologies

GL welcomed everyone to the meeting

Apologies received from TP, PH.

2. Minutes from previous meeting

Minutes from previous meeting were agreed.

3. Chairperson's update

Nothing to report.

4. Secretary's update

No communications received via Gmail account.

5. Treasurer's update

Both recent invoices were paid in October and the bulk of funds are now held in a savings account to generate a small interest income.

6. Practice update

a) Surgery update from Dr Finnigan who reported that:

- Recruitment of GPs remains a real issue both in lack of GP availability and the high cost of living in Oxfordshire. Currently one FTE and one PTE GP down.
- The regular locum doctors are finding their feet and providing excellent support and picking up regular patients requiring on-going care. The disadvantage to the Practice is that locums are

agency doctors and more expensive to buy-in and the clinical admin still has to be done by regular GPs. Also locums don't tend to carry out same-day appointments so there is less access to GPs for patients wanting to see a named GP. Trying to persuade regular locums to join the Practice...

- Reception is now fully staffed and morale has significantly improved as have the telephone response times.
- The Clinical Pharmacist has left but recruitment is a problem, as with GPs. In the interim, using a virtual pharmacy company.
- The KMP team comprises:
 - GPs and Partner GPs
 - Dan – an Advanced Nurse Practitioner – same day only, initially via telephone with approx. one third of patients called-in – can also prescribe medication
 - Hannah – a Paramedic Practitioner and prescriber
 - Senior nurse (specialising in diabetes) – can also prescribe
 - Nursing team
 - Health Care Assistants – covering work such as blood tests, ECGs, dressings etc
 - Clinical Pharmacist (currently vacant)
 - Bethan – a Physician Associate with a health degree now undertaking Practice experience and specialising in diabetes, hypertension and cardiovascular conditions
 - Admin team including management, secretarial and reception staff etc
- eConsult use is stable; offered during working hours only - but increases GP workload.
- Two-thirds of appointments are now F2F, with one week forward booking for routine telephone appointments and two weeks for routine F2F.
- Practice buildings are outdated and space is at a premium when trying to accommodate local PCN services as well as Practice needs. Kidlington is the main hub as that is where the same-day service is based and is why Kidlington *appears* to be used more than Yarnton – which has limited clinical space. Better use of the Yarnton space is being looked at as is the option of extending the building.
- Dr Finnigan announced he is to semi-retire from end March 23. He will remain part-time and a Partner GP but will concentrate on same-day appointments.

AK asked about video consultations. Whilst these are possible, telephone consults are more popular due to the IT technical difficulties older patients (especially) can have with video.

FL asked about how requests are prioritised by reception staff. DF advised there is a 'Red Flag' system that prioritises serious symptoms e.g. chest pain, vomiting blood etc and the booking system allows this to be flagged for the duty GP. A specific case mentioned will be investigated.

b) Funding requests

None at present.

7. Emma Teasdale – Healthwatch Oxfordshire

Our thanks to Emma Teasdale who kindly attended the meeting to explain what *Healthwatch Oxfordshire* does and how it is a vital link between patients, service providers and PPGs. The extent

of their work is clearly illustrated in the *Facts and Figures from 2021-2022* (page 7 of the attached PowerPoint presentation). Emma kindly allowed me to distribute her talk summary with the minutes to save repeating it here.

See also <https://healthwatchoxfordshire.co.uk/ppgs> for more detailed information and resources. Emma is happy to be contacted for further detail on anything discussed.

8. Bicycle racks at Kidlington surgery

This has been an outstanding issue since pre-Covid as the original location earmarked is now used for Pharmacy queuing. JH has put a huge effort into resolving this for which the PPG is most grateful. A suitable location behind Exeter Hall was agreed with Kidlington Parish Council (KPC). A quote for £1,900+VAT from an approved contractor, to install the cycle racks on a new hard-standing, was approved at the meeting by majority. However there was a concern over on-going public liability and possible maintenance i.e. If PPG pay for the cycle racks erected on KPC land, will KPC accept responsibility? JH/MC to follow-up.

Update 13/01/23: The KPC Facilities Manager has agreed that they will take responsibility for the area once the works are complete. The work will hopefully be completed by end of January.

JH will also ask the contractor for quote to replace the damaged rack at Yarnton surgery (another pre-Covid action).

9. Practice website – can PPG help e.g. with Beta-testing?

TS enquired about the new website as this was due live in December. KM advised this is slightly delayed with uploading data but hopefully in January. Beta-testing is not required but PPG members are welcome to ‘stress-test’ it when live and report any issues. It will be a similar modern format to the Islip surgery.

10. Question regarding the number of no shows to Practice appointments compared with local/national levels.

TS asked how the Practice figures compare. Did-Not-Attends (DNAs) are now significantly lower around 30/m rather than 100/m pre-Covid. Patients are now more considerate and also with appointments only being offered up to two weeks ahead, there is less chance of them being forgotten. Text reminders also help. Not considered to be a concern.

11. AOB

AG raised a concern over GPs charging patients £26.50 for Cherwell Link Card authorisation. Dr Finnigan felt that this may be a mistake as GP signatures for clinical needs are not usually charged for; he will investigate. For non-medical reports and insurance reports etc, these take considerable time and it is only right that a charge is made. Even then, the costs are not wholly met.

12. Date of next meeting

19th April 2023 at 7.00pm at Yarnton.