

Minutes of the KEY Patient Participation Group Meeting

Wednesday 12th October 2022 at 7.00pm at Yarnton

Attendees

(GL) – Chair/patient (K)

(CR) – Treasurer/patient (K)

(AC) – Secretary/patient (K)

(JH) – Vice chair/patient (Y)

(AP) – Patient (K)

(FL) – Patient (K)

(MJ) – Patient (K)

(AG) – Patient (K)

Kathryn Muddle (KM) – Practice Manager

Dr Simon Tucker – GP Partner

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

1. Welcome and Apologies

GL welcomed everyone to the meeting.

Apologies received from MC, PH, TS.

2. Minutes from previous meeting

Minutes from previous meeting and AGM were agreed.

3. Chairperson's update

Nothing to report.

4. Secretary's update

a) AC reported that we have gained three new members as a result of recent AGM and surgery publicity.

b) AC has received comments regarding the new telephone system cutting patients off when they have reached 'number 1' having waited in the queue. KM advised that this is hopefully teething problems with the system and further training of staff has been given to ensure that an allocated (waiting) call is not lost; for example at staff shift changeovers. However KM has requested if improvements can be made from the telecoms company.

The frequency of the 'comfort messages' will be looked at and whether other messages could be included.

KM explained that the Practice telephone numbers are shared, thus ringing either number will connect to whichever surgery has a free respondent.

AC also commented that text messages are not always received, presumably due to network issues; although they are shown on the Patient's record of consultations on *Patient Access*. An email option would be preferable to improve surety of receipt for urgent messages.

5. Treasurer's update

- a) CR has received the invoice for blood pressure monitors approved at last meeting. (*AC note - payment made 13/10/22*). The Resusci-Anne dolls are temporarily on hold because Dan has to attend a week long training course before they could be used. The blood centrifuge invoice will follow soon.
- b) Barclays Bank recently indicated that the PPG account had not been used for over 12 months and that they would consider closing it in November if it was not used. The payment of an invoice should 'reset the clock'. CR will investigate the option of a deposit account to give a small interest income on the bulk of the balance.

6. Practice update

- a) Dr Tucker gave a Practice update:
 - There are currently two GP Registrars working as part of their 18 months in-Practice placement training. They are supervised by GPs but help to reduce the workload.
 - The practice remains short of GPs, being 11 GP-sessions short. Dr Tucker and Dr Leadham have formed a recruitment team but the fact remains that there are simply not the GPs available to recruit.
 - The new extended hours service is running Wednesday evenings 6.30pm-8.00pm and on 18/52 Saturday mornings 8.00am-12.00noon (the remaining Saturdays shared with other practices in the KIWY network). These are for *pre-booked* appointments only, no same-day cover; beneficial for those who may find it difficult to attend an appointment during normal working hours.
 - The stresses and emotional pressures on all staff are now immense and taking their toll due to increased workload, pandemic backlog and increased referrals. Long working hours affect GP retention. The secretarial load is huge dealing with the resulting paperwork.
 - Currently using five locums but they do not undertake the related admin i.e. the follow-ups of test results, referrals etc. have to be carried out by Practice staff.
 - Reuse of the LIVI online service used last winter was raised. However this also created more work for Practice GPs as the LIVI doctors are remote only and tend to be risk averse. Whilst LIVI helps meet the demand for appointments, it does not cover the clinical needs.
 - Dan, as part of the 'same day team', undertakes a lot of same-day appointments and e-Consult requests.
 - HCAs are providing NHS Health Checks if requested.
 - KM is, in effect, firefighting daily emergencies with little time for normal business activities.
 - In relation to comments that Gosford have been offering joint Flu and Covid vaccinations, KEY will offer flu jabs at the same time as Covid jabs but not specific joint clinics. The reason is that flu jabs can be administered to 1,000 patients in a single clinic because the vaccine is supplied in prepared syringes, ready to administer to the patient. Due to the Covid vaccine storage requirements and being supplied in concentrated form, it needs to be warmed, diluted and mixed, then drawn-up into syringes for the daily session. Add to that the mandatory questionnaire (and the wait time post-injection) and the number of patients in a

session is limited to approx. 400. Therefore the flu clinics were run separately to maximise patient coverage in shortest timeframe.

- FL asked if there were any volunteer support tasks that PPG members could help with. KM will discuss with the Practice team.

b) There were no funding requests.

7. Article updates

It was suggested that information about the extended hours and staffing pressures could be added to the *Yarnton Village News* article. Whilst *Kidlington News* cannot re-run similar articles each month, a brief PPG update with new information would be considered. AG also suggested that *Kidlington Voice* may be willing to publish information on its website. JH to follow-up.

8. Current website

TS had raised a query regarding IT support and the Practice website not being kept up to date.

Dr Tucker advised that following various feedback, a new website is in the pipeline – hopefully to be live in December.

KM and her deputy have taken on the former IT manager role with a new Admin Manager position to help with the increased workload.

9. AOB

JH raised the issue of cycle racks at the Kidlington surgery - this issue was stalled due to Covid and because the previous area identified is now used for Pharmacy queueing. AG suggested that the Council may be open to allowing cycle racks on areas around Exeter Hall (i.e. not the KEY site property). Dr Tucker and JH to meet at Kidlington site to discuss and identify potential new locations.

10. Date of next meeting

11 January 2023 at 7.00pm at Yarnton surgery (Covid and government restrictions permitting).