

**THE OVERDALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)**

MINUTES

Friday 1st September 2023 at 13:00 at the Breaston Surgery

Patient Representatives: Josta Gardner (Chairman), Enid Ruff (Secretary), Rob Young (Vice Chairman), Margaret Gregory (Treasurer), Ann Hope and Sarah Richards.

Practice Representatives: Fiona Bolstridge (Practice Manager), Dr Nick Coxon, Carolyn Helm (I.T.), Lynne Hare (Social Prescriber) and Lisa Kenny (Mental Health Nurse Practitioner).

Apologies: Mike Kerins, Steve Fraser-Burton, and Sheila Owens.

Membership: No changes this period.

Approval of minutes (July 2023 meeting).

Approval of minutes proposed by Sarah Richards and seconded by Enid Ruff.

1. Matters arising (from July 2023 minutes).

The Overdale telephone main message has now been updated.

The Define trial for patients with asthma has been successful in recruiting twenty-five participants to date, which means the practice is able to retain the FeNO equipment for the benefit of patients.

There are plans to aid patients who wish to install and use the NHS app. Fiona will consult with Rob.

2. Introduction of Lisa Kenny – new mental health nurse.

The PPG welcomed Lisa Kenny, who recently joined the team as a Mental Health Nurse Practitioner. Lisa is employed by the Mental Health Trust, providing mental health services to the Oakdale PCN, comprising Overdale Medical Practice and The Park Medical Practice.

Lisa will support Overdale for 2 days one week, 1 day the next, primarily aimed at supporting working age adults 18-65 years.

Working closely with the Social Prescribing team, Lisa will develop sessions and support covering various aspects of mental health.

3. Brief report from the Treasurer

There were no PPG transactions this period. Any expenditure will be authorised at the PPG meetings and recorded in the minutes.

Balance in July 2023: £105.42

Current Balance: £105.42

Nick briefed the PPG on how the newly purchased dermatoscope (partially funded by the PPG), has already proved invaluable and saved lives. Cases of melanoma have been identified in patients much earlier than would otherwise have been the case.

4. Information Exchange including PPG contribution to the website.

Flu and Covid Vaccination update

Fiona explained recent changes to the plans for this year's flu vaccination and accelerated covid booster rollout.

It is anticipated that vulnerable patients and their carers will be able to book appointments that cover both the flu and covid booster from 21st September to 19th October, with Saturday clinics scheduled for 23rd and 30th September. Note that the appointments will allow for both vaccinations or just the flu vaccination, at the discretion of the patient.

The Shingles vaccination programme is being extended and available to anyone over the age of 70 years, but priority is currently being given to the flu and covid booster programme.

5. Change to GP Clinic and GP Improvement Programme.

Fiona and Nick explained that there is significant pressure on GPs because of the increasing complexity of patients' needs, leading to longer consultations. The model has changed from a GP covering all aspects of patient care, sometimes straightforward and quickly dealt with. Now, many of the more straightforward cases are managed by the wider clinical support team (e.g., nurses, therapists, social prescribers), leaving the GPs with the more complicated cases. This is increasingly leading to schedule overruns and GP burnout.

The BMA recommends the maximum number of patient consultations in a day be no more than twenty-five. Overdale GPs are currently conducting thirty-two per day. This will now be reduced to twenty-eight, a morning and afternoon session of fourteen consultations each. The Practice is employing additional cover (Dr Smith and Advanced Practitioner Sally Jones) to allow Overdale to make this change. It is anticipated that there will be a weekly reduction of ninety-four consultations with a doctor but it is also anticipated that with the additional clinical roles and effective triage, patients should not experience any reduction in the level of service. Patients and GPs are expected to benefit from more appointments keeping to time, whilst allowing GPs to spend the time required to manage the complexity of the caseload.

NHS England have initiated a GP improvement programme. This will initially involve a member of the team providing consultation 1 morning per week for 13 weeks.

6. Correspondence: NAPP bulletins, Joined Up Care Derbyshire (JUCD) etc.

Enid read the correspondence between herself and Charlotte Cotterill, a PhD student who attended the July PPG meeting and is studying GP practices in managing epilepsy. Charlotte said she was incredibly grateful for the opportunity to participate in our PPG meeting and was impressed to see how well PPGs can operate.

A NAPP bulletin (Number 75) was issued by email on 15th August 2023.

The next PPG Network meeting, led by JUCD, will be held on Monday 18th September 2023 at 2 pm until 3.30 pm and Tuesday 26th September 2023 at 5 pm until 6.30 pm. Joining instructions are provided in the email that has been circulated.

7. Family and Friends feedback

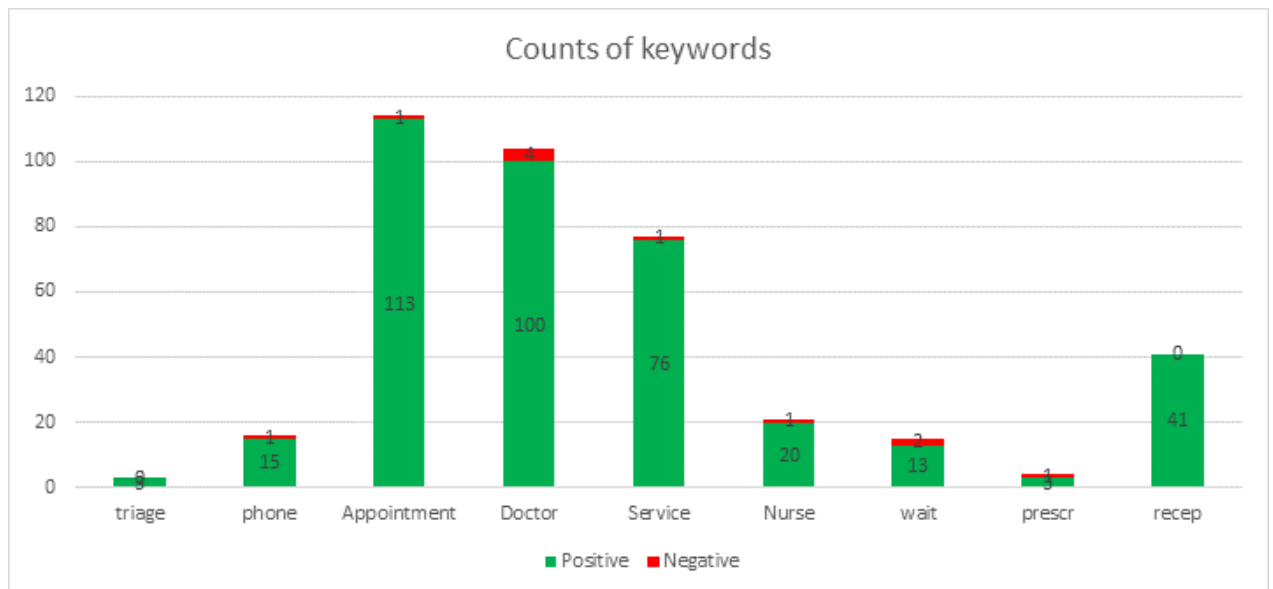
We discussed the results of the feedback for July 2023 (218 responses) and August 2023 (205 responses).

Patient feedback continues to be extremely positive and 99% of respondents would recommend Overdale to friends and family.

Themes within the many positive comments included the ease of access to appointments, the flexibility of appointment offerings (e.g., for working people and at weekends) and how well patients feel listened to and not rushed.

Of the five negative responses, one related to a patient request for a specific medication, one about being seen 40 minutes late and one related to a need to discuss blood test results. Two were non-specific.

From the feedback received during July and August, the chart below shows the number of times a keyword associated with various aspects of GP services is mentioned as a positive or negative experience. Out of 423 comments received for the period, there was no evidence of any existing or emerging systemic concerns.



8. NAPP VeryConnect Platform for PPGs.

Nothing to report this period.

9. Mental Health Issues

Lisa Kenny has started working with the practice as a Mental Health Nurse Practitioner. More details in agenda item 2.

10. Children's Issues.

Josta gave a precis of a study conducted by the Institute for Fiscal Studies and University College London, looking into the effects of the Covid pandemic lockdowns on children. It reported in early August 2023.

Josta felt that its observations were interesting and thought that as a committee, we should acknowledge the possible consequences of lockdown on our own 'patient' children and keep their needs firmly to the forefront of any future discussions we have on mental health.

Just under half of the parents interviewed said their child's social and emotional skills had worsened during the first year of the Covid 19 pandemic, revealing that the effects of lockdown have extended beyond lost academic progress.

Many parents said their children appeared more worried, more easily lost confidence and were more prone to tantrums and low moods.

Separate research published in August also shows that eating disorders among children have doubled in the last six years which Dame Rachel de Souza, the Children's Commissioner for England, said may have been caused by children spending more time in isolation online during the lockdowns.

The figures quoted were 5250 children with eating disorders in 2016-7, rising to

11800 people under the age of eighteen who began treatment on the NHS for eating disorders in 2022-23.

Dame Rachel said, "As we come out of the shadow of the pandemic the extent of the crisis in children's mental health is becoming more and more evident."

She said that she worried that the isolation many children faced in lockdown not only led to children being cut off from support networks and vital health services but also to spending more time online (often in isolation).

The report showed evidence that children worried about their parents and job security. It raised issues of present truancy with 125000 pupils now thought to be skipping lessons or missing school altogether.

Asked about the behaviour of their offspring compared with time before lockdowns, almost half of the parents surveyed said that their children were more worried, easily lost confidence or had worsening tantrums, with youngest age groups hardest hit. Lack of contact with friends and family and the economic disruptions experienced by their parents took their toll, and the closure of schools disrupted education for months.

It was agreed that when we address mental health issues in future meetings, we also consider the children in the Overdale Practice.

11. Forward Planning – Community Events

Lynne gave an update on forthcoming patient education events: -

A Fibromyalgia and pain management session was successfully held on 1st September 2023 at St Mary's Church Hall, Draycott.

A session on Parkinson's is scheduled for 4th October 2023 at St Mary's Church Hall, Draycott - 10.30am – 12 noon.

Also, currently in the process of planning is a Dementia session The date is yet to be confirmed, but likely to be in November. Lynne and Lisa will be working together to develop sessions on mental Health support.

Age UK and the social prescribing team are providing information and support at warm space events being held weekly on Fridays in Chaddesden. Everyone is welcome.

12. Staffing

Receptionist Amanda is leaving shortly, and the practice is advertising for a replacement.

Nurse Katrina leaves next week, and the Practice is looking to replace with an experienced nurse by November.

A new pharmacist will be joining the team in the next couple of weeks.

13. PCN Update and Access Plan.

This topic is covered by the GP improvement plan update in Agenda item 5.

14. AOB

Nothing to report.

The next PPG meeting will be held at Noon on 3rd November 2023 at Breaston.