

THE OVERDALE MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)

MINUTES

Friday 3rd November 2023 at 12:00 at the Breaston Surgery

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

Practice Representatives: Fiona Bolstridge (Practice Manager), Dr Nick Coxon, Carolyn Helm (I.T.) and Lynne Hare for part (Social Prescriber)

Apologies: Mike Kerins.

Membership: Steve Fraser-Burton has resigned from the PPG.

Approval of minutes (September 2023 meeting).

Approval of minutes proposed by Sarah Richards and seconded by Margaret Gregory.

1. Matters arising (from September 2023 minutes).

The Overdale telephone main message has now been updated.

2. Introduction of Maddy Corbyn, a management intern working within Derby City to address health inequalities.

Maddy Corbyn was unable to attend today and we hope to rearrange for a future meeting.

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

A patient donated £200 to the practice with a request for it to benefit respiratory services. The PPG confirm that the generous donation is being used to purchase new nebulisers for both surgeries. Margaret will record the donation in the Overdale PPG financial records.

4. Information Exchange including PPG contribution to the website.

Membership

The PPG has reduced by 2 members recently and we discussed options to recruit new PPG members. We are always keen to hear from anyone who would like to join the PPG. Noticeboards already offer the opportunity to join and we have in the past produced leaflets and handouts to encourage patient participation.

We discussed local community Facebook pages as an opportunity to invite patients to join the PPG. Carolyn agreed to post on the Overdale Facebook page and Rob will post on the Ockbrook and Borrowash Facebook page.

It was suggested that we could look at placing an advert in the local magazine Inside 72. We agreed we could look at this as a future option, if the Facebook posts are unsuccessful.

Concerns over people using incorrect address in order to register with Overdale.

Enid read from a local Facebook group discussion, where it was evident that people had deliberately given an incorrect address as their residence to qualify for registration with Overdale. The discussion also encouraged others to do the same if they lived outside the catchment area, as they were not required to show any proof of address.

Fiona and Carolyn explained that the NHS had instructed the Practice not to request proof of address as part of the registration process and that the practice could not refuse registration.

Rob questioned this approach and believed that the practice should be asking to see supporting documentation for proof of address. Margaret agreed and felt that giving a false address (e.g. of a friend or relative within the catchment area), in order to register with Overdale amounts to fraud.

Both the NHS England and Healthwatch Derbyshire web sites definitively state that GP practices can ask for supporting documentation to verify they are resident within the practice catchment area. Patients can legitimately be refused permanent registration if they cannot show they are resident in the catchment area. (Not providing proof of address or having no fixed address does not mean a patient would be refused treatment or temporary registration).

Josta summarised the consensus of the lay members of committee that Overdale should be asking for supporting documentation at the point of registration. The current policy of not asking for supporting documentation in combination with the evidence showing this type of fraud has happened (and is being publicly encouraged) is concerning.

Nick suggested that the issue be discussed at a partner meeting to determine if any changes to the registration policy are needed. We will revisit this issue at the next PPG meeting.

Flu and Covid Vaccination update

The flu and covid vaccination roll out has gone really well.

The approach this year was fully appointment-based, and most people booked online. This enabled a smooth and controlled flow of patients and avoided patients having to queue for any length of time. Sheila commented how smoothly her experience was.

Most covid boosters are now complete, flu vaccinations are still available and ongoing.

As the flu vaccination programme begins to wind down, the Shingles vaccination programme will accelerate. Anyone between seventy and eighty can currently request a Shingles vaccine and this is being extended to people born between 1/9/58 – 31/08/59 (turning 65) and patients who are immunocompromised of any age.

5. Progress report of changes to GP clinics and the GP Improvement Programme.

The practice has chosen to be involved in an NHS England General Practice improvement programme. This currently involves several members of the team meeting and discussing areas of the practice 1 morning per week for 13 weeks.

The GP appointment slot reduction (to allow extra time per appointment), offset by additional clinical appointments appears to be working well. There is no evidence in patient feedback yet, to suggest that ease of access to appointments has been negatively affected. The extra time with patients has helped improve the attention given to patients who often have complex cases and reduces the risk of delays in clinic.

Nick explained that the Practice is seeing a rising demand as we approach winter and pressure on appointments will inevitably increase.

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

Enid noted the email sent by Mike praising the friends and family feedback that Fiona had shared for October.

Enid read the email received from Steve Fraser-Burton who has resigned from the Overdale PPG due to work commitments. Josta has written back and thanked him for his time and contribution to the PPG.

The next PPG Network meeting, led by JUCD, will be held on Tuesday 21st November 2023 at 5 pm until 6.30 pm and Monday 27th November 2023 at 2 pm until 3.30 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 September 2023 (177 responses) and

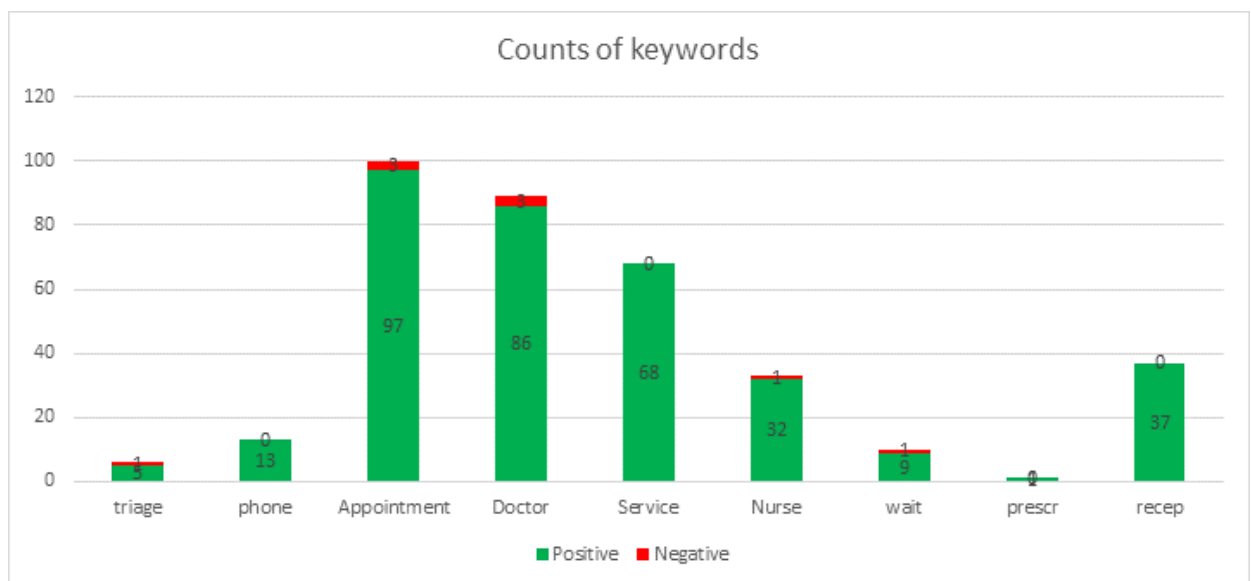
October 2023 (203 responses).

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 professionalism shown by all staff and ease of access to appointments.

The four negative responses were related to disappointment with appointment availability and the '1 issue per appointment' rule. We discussed the '1 issue per appointment rule' in more detail. Appointments are designed to provide sufficient time to explore, diagnose and agree the treatment approach for a single issue. This can sometimes be difficult to achieve even with a single issue, where a patient may have complex health conditions. Therefore, trying to deal with more than one issue in a single appointment is more than likely to increase waiting times and delays for other patients with appointments. The approach by most GPs is to ask patients and help prioritise the time available and this may mean dealing with the most urgent matter at that time and request they make another appointment for other issues.

From the feedback received during September and October, 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 380 comments received for the period, there was no evidence of any existing or emerging systemic concerns.



8. NAPP VeryConnect Platform for PPGs.

The NAPP Annual General Meeting will be held on Saturday 18th November 2023 at 10am. Voting intention and questions are to be submitted by 8th November. Details have been circulated by email.

An example of a PPG newsletter, produced by Thornton PPG was shared with NAPP members. It gives some innovative ideas of patient engagement.

9. Mental Health Issues – Adults and Children

Lisa Kenny has started working with the practice as a Mental Health Nurse Practitioner.

10. Forward Planning – Community Events

Lynne had to leave the meeting prior to discussion of this item.

A session on Parkinson's was held on 4th October 2023 at St Mary's Church Hall, Draycott, which went very well and was well attended.

Plans are in progress for a Dementia session and another Carers event. Dates and details are yet to be confirmed.

Carolyn noted that the practice is well informed of events in and around the Derby City area, but struggle to find similar information for Erewash. She asked committee members if they knew of any Erewash health related events or information.

11. Staffing

Nurse Emma Taylor started this week, replacing Kathrina and a new receptionist, Lauren, will be starting in the week commencing 6th November.

Kash, a new pharmacist has started with the team.

12. PCN Update and Access Plan.

The Access Plan is part of a national drive to improve patient access to GP services. Access is already shown to be extremely good at Overdale, so the focus is primarily around optimisation of the existing services. Part of access plan includes helping patients to take better advantage of the online services through the NHS App, which enables easy access to things like ordering repeat prescriptions.

This item is closely related to the GP improvement plan in agenda item 5 and will be a combined topic at future meetings.

13. AOB

Nothing to report.

The next PPG meeting will be held at Noon on 12th January 2024 at Breaston.