

Clift Surgery PPG Minutes 17th June 2022

Present: Keith Oborn, Sue Howell, Charlotte O'Leary , Charlotte Hutchings, Alex Marianos Jacqui Skillet, Jan Wright

Apologies: Claire Berry, Juliet Crawley, Sharon Stone

Welcome to Dr Charlotte Hutchings

Matters Arising:

- Continue to remind patients to collect their prescription from the dispensary and to make sure contact details are up to date – particularly mobile phone numbers
- Website – Sue. The order of buttons on the mobile could be better ordered.
- Keith – please can you get the details from Basingstoke volunteer drivers, re how to use them and distance covered.

Update from the Surgery

- **PPE.** From June 1st there was no obligation to wear masks in a medical setting. However, it has now been reintroduced in all medical settings, due to the rise in the number of Covid cases.

Training session 16th June 2022

Charlotte reported on the first training session of its kind for the whole of the PCN.

This was seen to be a valuable event, the first of its kind. It enabled the sharing of good practice, to focus on areas that need improving, including communication within the practice and with patients. This will be developed, to ensure improved quality and outcomes,

- Reviews for those with complex health needs are now restarting and invitations are being sent out for patients to make appointments. It will take time get up to speed and patients may be invited in the month of their birth. Its aim is to reduce the number of appointments so blood tests, medication reviews and medical review (either with a doctor or a health specialist, as required) hopefully will be done at the same time.
- Roisin Ward held a session on positive working environment (active bystanding) and this was thought be to very useful.

Vacancies and new roles

- There are adverts out for a receptionist and dispensary worker, but otherwise all positions are filled.
- In addition, the PCN has a new clinical pharmacist, a Care Coordinator and Health and Wellbeing Coach who should be in place by October.
- There is also a Nurse Associate, who is being trained and it is hoped there will be another appointed soon.

Asthma reviews are starting again, which could not be carried out during COVID, and are also being rolled out to the PCN. Invitations are being sent out.

Extended access. A new contract is currently being worked on. By October, the PCN will be offering an extra 60 minutes per 1000 patients. Clift Surgery will have to offer an extra 8 hours a week. It is

likely they will be held 6.30 – 8pm. Saturday appointments will be held across the PCN. These extra sessions will be on top of the out of hours service at the hospital that the surgery has to service.

To understand what patients want, there will be a survey that the PPG will be asked to help deliver.

Update from Chair.

- Keith is meeting Alma Kilgarriff to consider possible venues for office space for the surgery. .
- He will be updating the notice boards and changing the artwork in the surgery this week.

Communication. Jan

- Jan pointed out that she received the text message sent about the surgery closure at 2.45 on the afternoon of the training. Messages although sent out at the same time they can take 2-4 days to be delivered, often too late.
- When the phone lines were down, the message was out in the community within 30 minutes, but we did not receive a message to say things were up and running. In future, We need to call the surgery to check.

Telephone appointments - Jacqui

- Is there any possibility of telling a patient when a call back can be expected? This is problematic particularly for people who work, and if the phone is on silent it is easy to miss the call. This means going to the back of the queue, which is very frustrating and stressful.
- Because the nature of requested call backs, urgent calls must take priority, so less urgent calls may be put back. Patients do not seem to get a text regarding a call back. Surgery noted this concern.
- Keith mentioned the telephone system and the surgery is looking into this, but it will take time.

Carers Week event – Sue

Although not many people attended, those who did were very engaged. Many thanks to the representatives from CAB and the Hampshire Carers Network. It highlighted the urgent need for support for carers in Bramley. It was disappointing to note there was no mention of Carers Week or the event on the Web site, especially as the surgery had funded this.

Coffee Mornings – Alex

Alex still attends regularly. He will provide an update shortly.

AOB. None

Suggested dates of next meetings

22nd July and 9th September at 1pm