

## PPG Meeting Thur 3rd Feb 2022

### Attendees:

Sam Dunn, Ian Robertson, Jo Robyns-Landricome, Dr Chris Hewer, Gillian Bliss, Terry Mecham, Diane Howitt, Millie Barnes, Cheryl & Keith Charsley and Siddharth Venkatanarayanan (Sid)

Sam opened the meeting by welcoming everyone, we then introduced ourselves to Sid who joined for the first time. So nice to have a younger person join the group.

Sam explained that it was her last time as Chair and Millie will be taking over. Ian explained the roll of the MD within the practice which Dr Chris Hewer currently holds for two years.

Ian explained the history of the e-consult and why it did not meet the needs of the practice. It has now been discontinued and the practice is using triage assessment of incoming requests so patients can be immediately signposted to the correct staff member to best meet their needs. This proves to be challenging for some patients who have expectations of always seeing a Dr. The practice lost 3 GP'S who resigned and one is away on maternity leave. This was a loss of 1/3 of the team within a six week period. The stress levels were acute and ongoing so the team had to find a way to manage the demand. Patient's needs are assessed on the first phone call and the practice has recruited one GP and two locum contracts who work remotely from Exeter and further afield and another has signed up.

Other practices have stopped using eConsult in the county. The patient experience has improved and the mood is calmer in the practice, with shorter waiting time on phone calls. The web site has been updated and regular meeting ensure the pathways are simple to follow. Guides will be available on the website. The phone contact will enable the more vulnerable patients to be supported with their health needs.

Patient advisors are highly trained and this message needs to get out to the community at large. The patient does not have the right to see a Dr every time, the practice has a duty to provide health care to meet the needs of patients, but if a patient remains concerned, they can see a GP or see a 2nd GP if unhappy with a diagnosis or outcome. Some funds have to be spent on additional rolls such as Social Prescribers or Nurse Practitioners. There is an on call team which deals with acute emergency appointments on a daily basis. This communication needs will continue to be addressed. The staff feel they have turned a corner and things are settling down. The education of patients will be a priority going forward.

Millie had a very good meeting with the Social Prescribers with useful suggestions that would support the team, but no response was forthcoming, Ian apologised for this and said he would get back to Millie with his response.

**AP Ian & Jo**

Sid was able to share the many aspects of support available to young people in the education system.

The feed on the TVs about abuse of staff was mentioned as a very negative message to have on the screens. Millie felt this was not showing the practice in a good light and should be looked at again. Jo said they will review this once the repair has been carried out as it currently has a bug which is difficult to fix.

The practice has 18,800 patients currently with a view to growing by up to 4,000 in the next four years to accommodate the growing housing on the doorstep.

Millie asked about access to medical notes. Patients fill in a form to state what notes they need. Airmid App provides full access to results as does the NHS app.

The practice is looking at an App Called “getUbetter” which may help some patients to take control of their own health.

Gillian asked about the practice acknowledgement of a cancer diagnosis, Jo explained that this already happens but it may be delayed. There is a cancer pathway in place and should be in operation. Millie said she had not seen evidence of this happening.

The pandemic affects staffing levels as they still need to isolate, not all can work from home.

### **AOB**

New patients are welcome if living in the appropriate post code.

The blood bottles are now available and annual health checks are being carried out, patients will be contacted.

Sam was thanked for her time as Chair and we all appreciated her work over the last year.

Dates of future meetings has yet to be arranged.

Millie would like all members to meet up for a coffee / chat or a walk and talk to get to know each other as it would enhance our ability to work together as a team.

The meeting closed at 19.30hrs.