

Dukinfield Medical Practice Patient Participation Group
Minutes of the meeting held on Tuesday 2nd March 2021 at 7.00 pm via Zoom

Present: Marion Higgins (Chair), Geoff Hill (Secretary), Sheila Frith (Note Taker), Amritlal Mistry (Treasurer), Julie Pregnall (Practice Director), Pat Bradshaw, Brian Malpas, Shama Saleem, Keith Haresceugh, Bhikhu Mistry, Judy Hearnshaw, Gillian Eckersall, Roger Acheson, Joyce Jones.

Apologies for absence: Hilary Dewhurst, Joan Drummond, Jacqueline Parry, Kathryn Ratcliffe, Chris Chesham, Dawn Alston, Jennifer Bates.

Prior to the formal start of the meeting Geoff said that, partially due to other commitments he had made, he was feeling overwhelmed and stressed. He felt that he may have to take a back seat for a short while and it might take him longer to do things, but it was a situation that time would resolve. Meantime Sheila and Marion would help out if needed.

Minutes of the last meeting

Approved as a correct record.

Matters Arising

Roger confirmed his offer of “trouble shooting” where patients experience problems with the Patient Access service provided by the Practice. Various means were considered of how these people might be identified and passed on to Roger. Apparently, it is possible to improve the online support to allow this. It was agreed that Roger and Geoff discuss further outside this meeting.

AGENDA

Why did you join the PPG?

Marion emphasised why she feels this is an important issue, e.g. identifying projects for the future based on skills/experience etc. We need to consider how we achieve it. Various suggestions were made including an item for the newsletter currently in production. People were asked to volunteer a couple of sentences about their reasons for joining which could be incorporated into a design. Contributions should be sent to Geoff asap, as he is currently putting the newsletter together.

New building

Planning permission now granted. A start on the work, however, is not imminent as there are 7 pre-conditions to be met. For instance, this involves drilling bore holes to test the surrounding ground etc. This will inevitably cause some disruption whilst it is taking place, but is necessary and hopefully will only be for a very few days, affecting only the outside of the building. The Grant bid has been submitted. The build is expected to last for approximately 9 months. In the meantime, patients will continue to be seen across the two sites (Birch Lane and Concord Way) but once the building work is completed and handed over, Birch Lane will no longer be used.

Vaccine roll out

Julie reported that Cohort 6 are now being sent invitations, which includes people aged 16-64 with underlying health conditions. Second dose vaccination will also be started this month.

She repeated her request that patients don't ring the practice with general queries about vaccination (timings etc) as this is having a heavy impact on the practice. Approximately 80% of received calls are related to this which inevitably delays dealing with other calls.

She also pointed out that those people receiving carers' allowance will also be sent invitations but that these come from the national group and are not GP led. Therefore vaccine supplies for this group are not included in the GP allocation.

She further reported that delivering vaccines to housebound patients has remained challenging. The containers have 8 doses and therefore 8 need to be used soon after initial use. She urged anyone who is aware of people experiencing difficulty accessing transport to official centres to offer help where possible.

It was pointed out that there seems to be some duplication of invitations to vaccine centres. Julie said that this was an occasion when a call to the practice is appropriate. If a patient receives a letter asking them to book an appointment 2 weeks or more after receiving vaccine shot, they should ring to report it. There can be a delay of a couple of days in the transfer of the information onto relevant systems but not usually more than that.

Newsletter

Geoff thanked those people who'd helped distribute the newsletters to patients aged 85 and over. It was suggested that for future editions, nursing homes should be left sufficient copies to include over 75s as well.

He was still awaiting the contribution from Dr Dowling, though following the meeting, Geoff confirmed that Dr Dowling would be sending it today (3/3/21). This item generated some lively discussion with several ideas coming through, including short pieces for future newsletters from different staff groups, i.e. the trainee GPs, nurses, and reception staff. All of them could offer patients some insight into "life in the practice" and perhaps generate some insight and understanding of the work that goes on behind the scenes.

Logo

Geoff thanked those people who had sent him ideas for logos and some had been very well received. His problem lies in reproducing them. He needs a very clear image, i.e. an original jpeg. He encouraged everyone to keep up the search.

Guide for using Triage system

A couple of versions had been put together and both had clear benefits. After some useful discussion, it was agreed that both versions could be available to patients. A certain amount of re-drafting was necessary before final version approval and people are asked to pass their suggestions to Geoff and Marion as soon as possible.

A question was raised about how a second or further appointment is requested and Julie agreed to look into the possibility of a small adjustment in the system.

Staffing

Julie reported on the changes to the current staffing establishment including the GP trainee rotations, those who are now fully qualified GPs, maternity leave returners and leavers etc. The photographs on the website have been updated. We send good wishes to those who have moved on as they start this next important phase in their life.

Next meeting

It was agreed to continue to alternate afternoon and evening meetings. There is not an ideal time for everyone to attend every meeting and so it was felt that this was the fairest way forward. We also considered different ways to promote the meetings in order to attract new members and also bring it to the attention of a wider audience, for instance Facebook pages and local community groups etc where links can be created. Geoff will investigate.

Next meeting fixed for 20th April 2021 at 2:00pm.