

The Brimington Surgery Patient Participation Group NOTES Friday 8th January 2021 ZOOM.

- 1. **Attendees –** Sue Hague, Martin Liddle, Sandra Bridge, Dr E Fordham., Paula Elliott (Practice Manager)
- 2. Apologies Pam Smiley, Patricia Chambers, George Morris, Janet Chappell
- Pt feedback (standing item) Family and Friends has officially been suspended however, we have left the function on iPlato and so we receive around 50 responses per month. We post these on our website and both the patient and the staff noticeboards

SECTION 2 Report Summary

Surveyed Patients: Responses:	116 49 Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total								
								SMS - Autopoll	43	4	2	0	0	0	49
								SMS - User Initiated							
Tablet/App															
Web/E-mail															
Manual Upload															
Fotal	43	4	2	0	0	0	49								
Total (%)	88%	8 %	4%	0%	0%	0%	100%								
Summary Scores															
	~ 40/														
🖒 96% 🖓 0% 🦻															

SECTION 5 Patient Free Text Comments: Summary



4. Surgery update

Staffing – Dr von Schreiber remains on long term sick; Nursing Team currently stable; a new admin team member has been recruited to fill our vacancy.

Capacity – Extremely busy with up to 60 people on the GP morning call list! All GP appointments are initially a phone call but if the GP then needs to see the patient they are asked to come in. We have found that a lot of patient prefer not to come in. We are also offering some video appointments.

Contractual issues: In place of the contractual requirement for us to offer no less than 25% of our appointments online, due to COVID, our NHSE contract instead, requests us to move towards something called "Total Triage".

Paula explained this: from February we will be asking patients to contact us via a form on our website (for those who do not have internet access, the Patient Support Team will fill this in over the phone); the form will be assigned and triaged by the relevant person and a response will be made within 3 days. As all clinical messages will be triaged the same day (if received on a working day) anything requiring urgent attention will be contacted that day. This should increase continuity of care and improve our service to our patients. We also hope that issues of getting through on the phone will diminish.

5. COVID VACCINATION CLINICS – We are frustrated, much as the rest of the population are, that we have yet to get started but this is not in our control and we cannot run these like the flu clinics. Sometimes the vaccines don't arrive on time; storage of the vaccines is an issue, as is the specialist software required and having a large space for social distancing whilst waiting for 15 minutes after the Pfizer vaccination.

6. Any other business

Email from George:

<u>Patient Groups - YouTube</u> – If you click on this link it takes you to a useful video to promote the work of Patient Participation Groups (PPG's) maybe useful to those of you who are PPG members or Chairs and want to recruit new people.

Derbyshire Cancer Buddies – a team of compassionate comprehensively trained volunteers who have lived experience of cancer and now support others though their cancer journeys. There is online group support via a Facebook page and Derbyshire cancer patients, survivors and carers can also make self-referrals for 1-1 telephone emotional support with one of the buddies. Those who have received support have provided 100% positive feedback – some have described it as their 'lifeline' and really appreciated the opportunity to talk to some with similar experiences. Given current circumstances, and the fact that some vulnerable cancer patients, survivors and carers are feeling isolated, this scheme is keen to spread the word about their service. Facebook page: https://www.facebook.com/derbyshirecancerbuddies/ or email address: sam@derbyshirecancerbuddies.co.uk for questions/information.

Covid 19 Vaccination News – Please see latest bulletin below. These can also be found on the JUCD website here <u>Covid-19 Vaccine: Joined Up Care Derbyshire</u>. I believe the FAQ section is due to be updated soon too, so look out for that.

7. Date of next meeting March 2021 – probably on Zoom