

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF MEETING 6PM 12TH MAY 2021

Welcome and Apologies

Present: Kate Holley (Chair); Elizabeth Cole; John England; Gill Thornton; Alison Nash; Jackie Scott Coombes; Ann Porter; David Morison; Sandra Kemp; Adrian Down (Practice Manager).

Apologies: Juana Jones.

This meeting was opened by John with a vote of thanks and applause from the group for the hard work that had been carried out by all the Practice Staff throughout the pandemic.

Adrian responded by saying that all the staff were excellent and had a good relationship with the patients.

This meeting was arranged at the request of Adrian to discuss the workloads and demands that the Practice were having to deal with and he asked the PPG if we could think of any ways to deal with these and the capacity of the system. The GP and Nurse Practitioner workload has been specifically high, largely fed by Ask My GP (AMGP). This tends to knock on though as the GP would see 25% more patients then probably request more blood tests, which increase demand for Health Care Assistant time and increased the workload for the Dispensary. He explained that the AMGP was at practices across south west Lincolnshire and were experiencing similar increased demand. AMGP is on 24

hours a day, including weekends, but has needed to be turned off at times due to the volume of calls and consequent unsustainable demand on GP's. The number of calls has increased and the system has needed to be turned off at 2.30pm sometimes on Mondays due to excess demand.

For example there have been 260 calls between Friday night and over the weekend with the staff having to deal with the requests on Monday mornings.

It has been recognised that some people are unable to access the AMGP (approximately 25% of patients) and these patients would telephone the Practice. Over the last two months the numbers have increased, with people asking for appointments, and additional staff have been employed to deal with the demand and some days all 10 clinical rooms are in use.

Adrian reported that the longterm medical reviews are re starting It is well documented that the Hospital waiting lists have shot up dramatically and quite a lot of the additional work has been with patients who want help with this, which also impacts on the secretarial team. Increased contacts inevitably lead to an increased workload for the reception team, as well the Practice Nurses having to deal with the longterm conditions work.

As Adrian said the GP's want to give individual care and patients have commented how helpful the AMGP system has been. There were many suggestions from the group including having more information on the website regarding Hospital telephone numbers in order for patients to follow up their delayed secondary care appointments and sign posting to self help websites to support patients to look after their own health.

Discussion took place about turning off the AMGP at the weekends; putting more information on the website; the use of facebook and giving information for village newsletters and village magazines. It was proposed that a joint letter from the Practice



and the PPG be mailed or emailed to all patients to seek their help and cooperation in protecting the clinicians in order to protect the service. If agreed by the Partners a draft letter would be circulated to PPG members for their comments before distribution. The Practice is still accepting new patients within the Practice area.

It was agreed that the PPG were willing to share responsibility with the Practice for producing information for Patients.

The meeting ended at 7.30pm.

