

# THE TOLLGATE PRACTICE

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## MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON WEDNESDAY 21<sup>ST</sup> JULY 2021 AT 4.30PM

### **Opening:**

The meeting was called to order, held in the garden courtyard of The Tollgate Practice, by Annette Bloomfield, Practice Manager.

### **Present:**

Annette Bloomfield (AB), Jason Crouch (JC), Kerry Saunders (KS), Hannah Aldous (HA), Chris Dowsett (CD), Pamela Hurcombe (PH), David Mills (DM), Angela Young (AY)

### **Apologies:**

Caroline Clark-Long, Lorraine Feakes, Rosemary James, Susan Spice

### **Business from the Previous Meeting:**

Due to the ongoing COVID-19 pandemic, the installation of new Practice Management team and lack of recent meetings, it was agreed no business from past meetings would be discussed.

### **Introductions**

Formal introductions were made by both staff and group members.

### **New Business:**

AB started the meeting on a positive note by informing the PPG that she had nominated all the staff for a Hidden Heroes Award. This was awarded to the team late July. This was a huge positive for the staff given the current situation.

HA attended from Community 360 (C360) and spoke briefly regards C360 and how they help with social interactions and events, benefits, community transport, mobility referrals, slipper support service offering patients a free pair of slippers in exchange for an old pair, home from hospital service (a befriender for a 6 week period to help with a few jobs as the patient recovers), and winter resilience packs, which includes hot water bottles, gloves, scarfs, and help with fuel etc. HA will be in surgery on Friday mornings in the waiting area to talk to patients, advising them of the services on offer. C360 also offer 'finding your feet walks' which are approximately 30 minutes long and have helped many people connect with the community and supports their mental health. In September C360 hope to open a social community hub to hold groups for crafting, coffee meetings, etc. Referrals can take up to 10 days to process. Patients will receive a contact call and then a follow up call.

HA then left the meeting due to a prior commitment but thanked everyone for their time.

AB asked if anyone wished to come forward to fill the position of chair for the PPG. At present no one came forward but not all members were in attendance. The matter will be discussed at the next meeting.

CD asked if the PPG could be informed what was in the CQC report and what the Practice failed on. AB advised that it was with regards governance and the July 2020 patient survey. She explained there have been numerous changes in the past six months, with good

feedback from patients. The Practice is working closely with the CCG and they have seen a notable change in the Practice.

CD pointed out he wasn't aware of the GP survey. AB explained this was a national survey sent to a percentage of patients for an overall balanced view. The Practice has since undertaken its own in-house patient survey distributed to patients who have had recent appointments which had shown much more favourable results.

AB described the extended opening hours now offered by the Practice:

Reception is now open from at least 8am Monday to Friday.

On Mondays, the Practice offers 7am-8am pre-bookable appointments with a nurse. On Wednesdays, the Practice offers 6.30pm-8.30pm late evening pre-bookable appointments with a GP and a nurse.

On Saturdays, the Practice offers four hours of pre-bookable minor illness and various other clinics between the hours of 8.30am and 12.30pm.

AB gave an overview of the current clinical staff at the Practice:

- Three Health Care Assistants – Caly, Emma and Roz.
- Two Practice Nurses – Marie and Rhoda
- Three Nurse Practitioners – Debbie, Julie and Michelle
- Three GP Partners – Dr Abeysundara, Dr Bopitiya and Dr Jones
- Four GPs - Dr Ali, Dr Ewa, Dr Rasool and Dr Halasi
- A new Locum GP Dr Rozati has recently joined the clinical team.
- Chigozie Obika is the Practice pharmacist who undertakes medication reviews, etc.

The Practice is also looking to employ a Paramedic to help with minor illness, care homes, and housebound patients.

AY commented that for someone like herself who is difficult to bleed at times, seven minutes for an appointment is not long enough and the clinician requires more time. It was decided patients who are difficult to bleed should have a note added to their record so longer appointments can be offered.

AY also asked if the addition of a water cooler in the waiting room was possible. AB agreed this was a good idea and will look into acquiring one.

AB advised the PPG that there are plans to extend the Practice building to make room for five further clinic rooms. She hopes by the end of the year the building will have had a full redecoration.

CD offered to help with anything needed like distributing leaflets to patients on special days etc. He was thanked for this offer and when necessary we would gratefully take up the offer of any help.

AB told the group that during the month of June the Practice experienced 190 DNA (Patient Did Not Attend) appointments. This will be highlighted on the website and Facebook page to bring to patient's attention the need to cancel unwanted appointments. So far in July the Practice had 116 DNAs.

Abuse to staff was discussed and AB reported that the situation was getting worse and it is occurring on a daily basis. Zero tolerance posters are placed around the surgery. If staff encounter abuse, patients will receive a warning letter and may have to sign a contract with regards their behavior. If this behavior continues, the patient will be de-registered from the practice.

Flu clinics will be starting in October and the Practice will have some clinics open on Saturdays for patients to come in as they have done on previous occasions.

**Adjournment:**

The meeting was adjourned by AB at 6pm. The next meeting will be held at The Tollgate Practice on Friday 3<sup>rd</sup> September at 1pm.

**Minutes submitted by:** Kerry Saunders

**Minutes approved by:** Annette Bloomfield