

# THE TOLLGATE PRACTICE

## PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON FRIDAY 21<sup>st</sup> April 2023 AT 1.00PM

### ATTENDEES

Surgery Staff: Annette Bloomfield (AB) Jason Crouch (JC)

Patient Members: Chairman -David Mills (DM) Secretary - Michael Vass (MV) Christopher Dowsett (CD) Pamela Hurcomb (PH) Rosemary James (RJ)

- 1. Welcome & Apologies.** DM welcomed everyone to the meeting. Apologies for absence had been received from Adrian Rowley, Angela Young, Jane Philips, Karen Drake, Lorraine Feakes, Peter Walker, and Susan Spice.
- 2. Minutes of the last meeting** held on the 27<sup>th</sup> January 2023 were unanimously approved.
- 3. Matters Arising.** AB noted that given the unavoidable absence of staff at the last meeting the minutes included her post meeting comments – highlighted in red.
- 4. AGM – Chair & Secretary’s Joint Report.** MV stated that the report had been circulated with the Agenda and asked if anyone had any questions. Nothing was raised but AB took the opportunity to thank DM and MV for their time and effort in running the PPG during the last year.
- 5. AGM – Election of Officers.** DM and MV confirmed that they were happy to stand aside if anyone wished to take on their roles. Given the lack of volunteers the meeting asked DM and MV to continue in position for a further year which they accepted.
- 6. Home Visits.** AB and JC explained that details of home visits were maintained separately from the main surgery records. In addition to the urgent day one call outs the practice is heavily involved in providing “home” patient and palliative care as well as regular visits to attend patients in local Care and Nursing Homes. In recent years all Practices have been given specific responsibility for a number of designated Care Homes - this avoids duplication and improves the efficient use of doctor/nurse time.
- 7. Advance Directives.** At the last meeting KT thought that the surgery would no longer sign Advance Directives and MV asked AB if this was the policy. AB explained that she was not aware of any specific policy but thought that it would depend on the individual Doctors and their relationship with the patient. In further discussion AB confirmed that any signing would involve a fee as this service – (similar to travel /sickness/insurance documentation etc) - falls outside the NHI contract and that the Practice needs to be financially viable. Whilst MV understood the need for the Practice to charge for extra services he expressed his disappointment at this approach in respect of Advance Directives as he understood that they were intended to assist both Health Professionals and Patients in ensuring that future decisions on care were taken in the best interest of the patient. AB concluded the discussion by reminding the meeting of all the work that is undertaken by the surgery in supporting and caring for terminally ill patients including liaison with the St. Helena Hospice and where appropriate the preparation of Do Not Attempt Resuscitation Forms.

- 8. Car Park.** AB told the meeting that the car park had been cleaned and all agreed that the visibility of parking lines was much improved. The possibility of extending the parking area was also being investigated by the landlord.
- 9. Phlebotomist Chair.** AB said that she was pleased to report that a surplus chair had been kindly gifted by another surgery and would be in use in the very near future.
- 10. Focus of the Group.** A wide-ranging discussion on this was held including the difficulties of avoiding any breach of confidential information and the PPG becoming involved in anything that might be construed as “over-reach”. It was agreed that, although limited, the Group was providing useful support for the surgery and to continue as present with the surgery and the PPG remaining open to new ideas.
- 11. Practice News – Monthly Statistics.** The meeting reviewed the latest figures and CD commented that the level of missed appointments remained a real concern. AB indicated that a new recording system for DNA’s was now operating and a Practice Meeting would be looking at what further steps could be taken to improve the situation.
- 12. Practice News – Premise** The rooms vacated by the Tollgate Clinic were gradually being taken over but lease agreement issues had slowed progress. Plans to extend the office space and move reception remain a longer-term objective.
- 13. Staffing /Appointments.** DM and RJ queried the availability of doctors and appointments. AB explained that the Practice Partners (Dr. Adeysundara & Dr. Bopitiya) did not hold routine clinics although they provided regular cover for absences and extra clinics to alleviate peak demand. This arrangement provided them time to engage on their external work with Care Homes and palliative care (as previously explained) as well as doctor training and behind the scenes work on prescriptions etc. All the other doctors working for the practice held regular clinics.

JC was complimented for the work that he had undertaken on the information that is now being displayed on the surgery video screen. The names and pictures of the doctors and other senior practitioners together with the surgery statistics were specifically mentioned.

**14.AOB** PH sought guidance on how Blood Test results were transferred within the NHS systems as she had recently had one “lost”.

**15. Date of Next Meeting.** Agreed that the next meeting would be held on Friday 14<sup>th</sup> July at 1.00pm.

The meeting closed at 2.15pm