

Minutes of Patient Participation Group (PPG) meeting on 6 September 2021

Present: Paul Bass, June Coppin, Helen and Andrew Donnelly, Gwyneth Parker, Sue Claydon, Helen Lattaway, Jacqui Drewery, Rosemary Cox

Apologies: Maureen Samuels, Barry Blinkinsop

(Since the meeting, Celia Anthony has been in touch and says she will no longer be able to be a member of the Committee)

1) Matters Arising from 22/7/21

- A voucher had been given to Sue Turner and a thank you note received
- Bicycle stands – there had already been a question asked about these and Helen was meeting with the building landlord on 29/9. Will find out costs and design for next meeting.

2) Finance

- Couches - £2119.50
- Gift voucher - £20.00
- New balance £- £1081.25
- Petty cash - £ 8.79

3) Practice report from Helen

- Dr. Joyce is back after having long Covid. She is on a phased return and hopefully back to her regular hours by October.
- Social Media –
 - The Surgery cannot comment on social media comments They cannot say this or that did not happen. One patient has been removed from the Practice list.
 - The CCG was contacted as staff were suffering from criticism
 - The fact is more patient contact is occurring, but via other forms of contact e.g. telephone consultations
 - If appointments are wanted with a specific GP that may take longer.
 - GPs are only seen by appointments – the Surgery is NOT an emergency service.
 - It is also NOT a walk-in centre.
 - Advanced Nurse Practitioner can be booked on the day
 - GPs see long term conditions on 4 pre-booked appointments
 - The Practice has been working with locums
 - Once Dr. Joyce returns to full capacity a decision will be made about recruiting another GP
- Comment on the news report that Riverside is the 6th worst GP surgery in Cambridgeshire. Helen spoke to the CCG. No details were

available about how the survey was conducted. She noted that the Practice receives many positive complements.

- Issue of when patient's expect a phone consultation. Helen said that patients were given AM (8-12) or PM (2-6) to expect a call. It was pointed out that this does not always happen.
- Further with consultation calls, if the patient misses the first call two more will be tried with intervals between them.
- All calls are monitored and Helen can check if someone has a problem.
- There are now 10 lines coming in and 4 going out. Patients are asked to call after 11 or 3 This should ease some pressure but no all by then.
- At the moment there are in excess of 1,000 calls a day (this includes re-dials).

4) Other updates

- One nurse is off with Covid, another is heavily pregnant and cannot see patients. There is a new appoint from the District but needs training.
- Concern about the new development of houses. It was hoped the '106 money' from the new houses might be able to be used for developing medical services but this does not now seem likely.
- Agreed if a letter from the PPG would help we are happy to send that.
- Trying to do a statement to use with people 'We are full to capacity and the level is not clinically safe for us to add further appointments' – some may have to go to the Peterborough Walk-in if Doddington Minor Injuries is not appropriate.

5) Flu Clinics

- The clinics for the 2nd and 9th October have been cancelled. These were for over 65's and the vaccine is only produced by one supplier. This is the shortage mentioned in the national media.
- People who had bookings for these two clinics are now on the waiting list.
- Under 64's clinics in late September going ahead.
- Questions were raised about how invitations to the clinics were sent out
 - Some people have phones that can take text but if they are not linked to the internet then they cannot click the link and book.
 - Why are letters not being sent?
 - Helen explained that with only 360 characters in the text she could not apologise for the clinic cancellations.

DATE OF THE NEXT MEETING. Due to unforeseen circumstances the next meeting will now be on Monday, 25 October at 4:30 at the Surgery.