**Minutes**

**Appletree PPG Meeting 77**

**30th March 2022**

**6.30pm – 8.30pm**

**Attendees: George Newton, John Rowlands, David Greatorex, David Nove, Evelyn Nove,**

**John Beavis Carole Beavis, John Lound**

**From Appletree: Lianne Burke (PM), Dr Helen Fenwick (GP), Jeanie Robinson (SP)**

**Apologies: Jason Holdcroft, Sue Morris, Judith Kelf, John Meggitt, Lizzie Paish, Elena**

**Whinfrey, Marian Chester.**

1. **Opening and welcome**: GN welcomed everyone to the 77th PPG meeting.
2. **Present and apologies**: see above
3. **Matters arising:** George Newton requested that the PPG meeting quarterly on the last Wednesday of Jan, Apr, Jul, Oct at 6.30pm – 8.30pm. Today's meeting will be instead of April 2022. **All Agreed.**

**Standing Items:**

1. **Minutes of previous meeting** (26th January 2022): Approved by JR & DG
2. **Action Plan**

* PPG Patient Survey – With Covid-19 still active in the community, it was deemed inappropriate to canvas a survey in practice. It was agreed for now, that a digital approach would be preferable. Lianne suggested a survey monkey style survey which could be added to Appletree's website. All agreed that a survey should be designed by a working party. Lianne will set up a further meeting with: John Beavis, David Greatorex, John Rowlands, George Newton, Lianne Burke. Jeanie Robinson requested that patients with Learning Difficulties be consider and Jeanie was invited to join the working party, to highlight areas of accessibility. **ACTION: LB TO SET UP MEETING**
* PPG Notice Board – John Lound asked whether the chairs in the waiting room could be turned to face the PPG noticeboard to get greater exposure. Lianne explained that the chairs faced away from the noticeboard and the reception doors, to enable the digitals screens to be seen. This also distract patients waiting from watching others walk into the surgery and at the reception desk. George stated that he would attend the surgery to review the PPG noticeboard spasmodically and requested others do the same.

6. **Other patient representative bodies (as appropriate)**

* Good Neighbourhood project - Dr Claire Stevens requested that her email and mobile number was shared with the PPG; anybody wanting to become a befriender or get involved could contact her directly. The next GNP meeting is 5th April 2022 @ 5pm at St Alkmund's Church,Duffield.

Email: [cstevens@doctors.org.uk](mailto:cstevens@doctors.org.uk)

Mobile: 07814066381

Also attached is the Duffield Good Neighbours Week events schedule.

7. **Appletree update – latest news from the Practice incl.**

* **Belper primary care network (PCN)**
  + **Additional Roles Reimbursement Scheme (ARRS**). These roles are funded through NHSE but are prescriptive on the type of roles the PCN can employ eg. Pharmacists, paramedics, Mental Health workers, Social Prescribers, First Contact Physio to name a few. The PCN has at times struggled to recruit into these roles but is pleased to announce that Tom Gray, Clinical Pharmacist will be starting at Appletree in April. David Nove has come across Tom Gray previously and confirmed that he is highly qualified for this role, having been Lead Pharmacist at Royal Derby Hospital amongst other roles.
  + **Premises** – Helen Fenwick highlighted that although NHSE's answer to the GP shortage was to fund these additional roles to help support GP practices. Premises hadn't been considered and lack of space is becoming an urgent problem for the PCN. One of the main issues is that NHS digital IT cannot be installed just anywhere due to the high security levels required. Babington Hospital had been a consideration, although the building itself is in poor repair, so the PCN is still investigating other possibilities to house these additional staff.
* **NHS App** – From July 2022 the GPIT system configuration is being changed so that existing online users have access to their future, or prospective, health records. New online users set up after this date will also receive this level of access by default. The original date for this change was Dec 21, but this was subsequently moved back to April 22 and has again been moved back to Jul 22.
* **Covid-19 Spring Booster** – 75+ years or those with weakened immune system will be invited to Babington for their Spring Booster. Patients will be contacted in the coming weeks either by text message or telephone. Healthy 5-11yrs will also be invited for Covid-19 vaccination.
* **Salaried GP, Locum cover & staffing levels** – Over the past year it has been extremely difficult trying to secure GP locums as they are in such high demand. In the coming months we have a GP going on 2 months sick leave and locum cover has been nigh on impossible to secure. This will undoubtable put additional pressure on the current appointment system. But on a positive note we have managed to secure Dr Serena Hancox as a Salaried GP on a 6-month contract so this will help towards this shortfall.

The surgery currently has 4 vacancies, 3 for reception staff and 1 secretarial staff. 3 out of the 4 are for retirement and one team member is leaving to help in the family business.

* **Extended Hours** – GP contracts state that PCNs should offer appointments outside of core hours Mon-Fri and over the weekends. Over the past two years and with agreement with the CCG, PCNs have been using these additional hours to supply Covid-19 vaccinations. As from the 1st of April these extended hours are being re-instated in surgery. This means that Appletree will be offering some early morning calls and evening appointments (likely to be Wednesday Evening). These will be a mix of face to face and telephone calls. Ideally these will be used for those unable to attend in core hours.
* **Online Consultation** – Online consultation using a platform called 'E-Consult will be added to Appletree's website during April 22. This platform asks several questions and will either signpost you to patient information or send an email to the practice which patients can expect a reply from the doctor within a specified time, normally 48-72hrs. It has the facility to request Sick notes, admin queries, add photographs etc.
* **Little Eaton** – Over the past two years it has been necessary to close the Little Eaton surgery due to the small nature of the building. Infection control and social distancing was unable to be maintained, so the difficult decision was to temporarily close back in April 2020. The branch surgery has subsequently been used as part of Appletree's business continuity plan and has enabled many staff who were working in isolation due to covid-19 to continue working from these premises. From April 2022 we are re-opening Little Eaton, initially on a Wednesday morning for nurse appointments but with the aim to offer GP appointments in the next few months.

Other Items:

1. **Any other business**

John Beavis asked whether the PCN joined up working meant that he would be able to have treatment with a nurse at another practice within our PCN. Helen Fenwick advised that although this may well be possible in the future, it is not currently a service that we are able to offer. John enquired as to why Ear Syringing had such a long waiting time. Helen explained that this is a non-urgent procedure and although in an ideal world we would like to offer more appointments, time and capacity was a limiting factor and practices needed to prioritise more urgent work eg ECGs, vaccinations, smears etc.

**NEXT MEETING: WEDNESDAY 27TH JULY 2022 AT 6.30PM**