

**Victoria & Mapperley
Patient Participation Group
Meeting Minutes
Meeting held on Zoom at 18.30 on 14.12.2020**

Present: Cath Verhoeven (Chair), Debs Main (Secretary), Alan Wilson, Anne Hardy, Bill Brown, Sue Clague, James Pam, Roy Sells, Sally Eaton, Tony Wright, Michael Stewart, Catherine Wallis, Magdalena Patel, Robin Taylor

On Behalf of the Practice: Dr Nightingale & Simon Jones (Practice Manager)

Apologies: None received.

Agenda

1. **Welcome:** Cath welcomed members to the meeting and reiterated that the purpose of the meeting was to ask questions in relation to the running of the practice and not to address individual medical issues or concerns as it is not within the PPG remit.

2. **Questions were received from PPG members in advance of the meeting and were put to Dr Nightingale and Simon Jones:**

1. **Q:** We've had several queries about waiting times for hospital appointments, can you talk us through this?

A: Dr Nightingale - Currently every specialty has prolonged wait time, varies according to dept. Eg: Approx 300 day wait for gynaecology & 18 months neurology.

Oncology referrals were a particular worry - the 2 week referral system continues but people may have delayed presenting with conditions.

All are trying to catch up. GP triage referrals made according to clinical urgency and hospital departments also triage referrals.

If your condition significantly worsens after referral contact GP as this may change level of urgency of referral.

A: Simon - As well as usual winter pressures on hospitals demand has increased within the practice, with staff shortages in all areas as a result of Covid. This has an impact on available resources. Routine referrals are struggling.

2. **Q:** Several patients raised questions about waiting times on the phones at both sites, how is the practice trying to improve this now we can't book online?

A: Simon - demand has increased over recent months coupled with staff shortages as a result of Covid i.e. staff needing to self isolate. Resource has been increased with more reception staff and overtime offered to staff available to work.

Phone lines are sometimes diverted from one surgery to the other because of staff shortages, which can increase wait time. Calls can be complex and take time to resolve.

Patients should not delay contacting GP with issues if they feel the need and it will be dealt with.

For URGENT On-The-Day Appointments: Currently the majority of appointments are reserved for urgent on-the-day bookings.

These are released at 8am on the same day, with some additional afternoon appointments released at 2pm. Call at 8am or 2pm to ensure you receive an URGENT appointment. Monday mornings are always very busy.

Call after 10am to book a routine appointment (avoiding between 2pm - 3pm because of the release of afternoon urgent appointments).

Over recent weeks the practice increased the number of 'on the day' slots to about two thirds of the available appointments which reduced routine appointments. There were no routine appointments until January but today the practice added more to be available.

Wait time can be 3 -4 weeks for routine appointments because it is ~~but~~ important to have available a sufficient number of urgent appointments.

Patients can be referred to GP+ if patients don't need an on the day GP phone call but need to be seen within a few days. GP+Appointments are initially by telephone so no need to travel unless necessary.

A: Dr Nightingale reassured the meeting that if all 'on the day' urgent appointments have been taken and there is an urgent request for GP contact, the reception team will ask a GP and they will try to fit in anything of clinical concern.

Patients can help reduce pressure on the practice by:

- Using electronic prescriptions where possible. Queries with prescriptions can be dealt with on the phone. Writing a note on your paper prescription or doing it online using the NHSapp will help your GP.
- Use online services where possible.
- Self-management i.e. obtain over the counter medications, talk to your pharmacy.

Action: Simon to remind reception team to offer GP+ where appropriate.

3. **Q:** Others have asked about the split site and how this affects their care

A: Simon - Victoria and Mapperley is one practice and there should be no difference in care.

All appointments are currently triaged by phone calls so should not be an issue unless there is a need to be invited in. If there are no appointments at one site patients should be offered an appointment at the other site if available.

More appointments available at Mapperley than Victoria as there are more patients there. Phone wait times at Mapperley tend to be longer.

Prescriptions done electronically are handled as one site and sent to the appropriate pharmacy or surgery for that patient.

Action: Simon to look in to Patient Access system for prescriptions.

4. **Q:** Obviously there is a lot of worry about patient access to Covid vaccines, especially for the extremely vulnerable. Can you tell us more about what will happen with our vaccines?

A. Simon: Despite media coverage GP practices in Nottinghamshire have not received vaccine as yet and are unlikely to have any before Christmas.

Hospitals are contacting patients according to priority. i.e. Age - over 80s - a 90 year old will be prioritised over and 81 year old.

Priority is **not** a practice led decision - this is led by government.

Vaccinations are being managed centrally currently, GP practices are not delivering them yet due to limited number, storage and logistical issues.

A: Dr Nightingale - Mapperley & Victoria Practice has signed up to be part of the vaccination programme and is working with our PCN (Primary Care Network) on how Pfizer vaccine could be delivered in the New Year. Hoping for AstraZeneca vaccine approval soon which will be easier to administer.

Could be done at vaccination centres. Could be that one of the surgeries is used on one day with routine clinical work provided at the other surgery to keep them separate.

Advice is wait until called - you will be contacted when it's your turn.

5. **Q:** Can you tell us more about how doctors stay up to date?

A. Dr Nightingale - every doctor has an annual appraisal where they have to present 50 hours of professional development in the previous year. It is an ongoing process including, research, locally provided learning sessions, clinical updates, personal reflection.

3. **Close of Meeting** Dr Nightingale and Simon were thanked for their time and PPG members for their contributions. It was agreed that it was a most informative meeting.

The PPG wished to convey their thanks and appreciation to ALL practice staff for their hard work over a very difficult year.

4. **Next meeting** to be arranged in New Year.