

## Minutes for Southcote Clinic Participation Group (PPG) Meeting

**Wednesday, 6<sup>th</sup> November 2024 1.00pm – 2.00pm Face to Face meeting**

**Attended by: Magda Mazus (PM); Denise O’Brien (PCN Social Prescribing Link worker);  
PPG Members: Linda Bedford; Hazel Fischbacher; Suhas Sawant, Tracy Fern, Ken Akune,  
Sharon Ebbetts**

**Apologies: Ed McDonagh**

Meeting Subject item	Discussion	Actions assigned
<b>1.Welcome</b>	<p>Meeting chaired by MM- Practice Manger.</p> <p>MM welcomed everyone and thanked everyone for attending the meeting. Everyone present introduced themselves.</p>	
<b>2.Updates/ Actions from the last F2F meeting</b>	<p>MM apologies for not keeping the group up to date throughout the year with quarterly updates, asked the group for feedback and how this can be managed more efficiently this year.</p> <p>The group agreed that moving forward we keep one F2F meeting in November and one meeting online half way through the year for updates, hybrid model hopefully will allow more members to join the meeting during the lunch hour.</p> <p>Update from last years’ meeting regarding the provision to book appointments for vulnerable patients with additional needs, like hearing- impaired. Practice now purchased hearing loop which is available in reception, for patients who have restricted hearing. Practice agreed to receive online consultations, if clinical consultations are not available for the day, patients with additional needs can submit admin online consultations prior to earlier agreement with the practice</p>	
<b>3.Updates re practice staff/PCN</b>	<p>MM gave a quick overview about the PCN and briefly discussed different roles within the PCN, practice now has two PCN First Contact Physiotherapist Vikrant and Tazeen, who work in the practice on alternating weeks, we also have a PCN clinical pharmacist-Jenita, who works with us at the moment and assists with patient medication needs, pharmacists will rotate between 11 practices within our PCN.</p> <p>LB, one of our PPG members, attends quarterly PCN PPG meetings and will feedback to the surgery following on from the PCN PPG meetings.</p> <p>Practice staff updates - practice has successfully recruited Salaried GP, Dr Thavendran, who works all day Tuesdays and Fridays. Dr Arora will come back from maternity leave in January and will work on Wednesday and Thursday mornings. Practice website includes all up to date names of practice staff.</p>	
<b>4.FLU/RSV clinics</b>	<p>MM gave an update on flu clinics and new RSV vaccination ( Respiratory Syncytial Virus) Practice started the new RSV campaign from 1<sup>st</sup> September and eligible cohorts</p>	

	<p>have been invited. Patients who turn 75 and those between 75 and 79 are eligible this year, and pregnant women and patients severely immunosuppressed.</p> <p>One of the PPG members raised a question about flu vaccines and practice campaign and how it impacts the practice if patients attend chemists for vaccinations. MM explained how practice spends a lot of time on planning the flu clinics, nearly a year in advance for all our elderly and at risk patients, how we place our orders for flu vaccines early normally around November / December time for the next year. Therefore, it is really difficult for the practice to get it right, as the uptake varies every year and different number of patients attend practice or chemists for vaccines. When practice is left with lots of stock at the end of flu season, practice is at financial loss.</p> <p>It was agreed in the group that practice would prefer for our patients to attend the pre planned flu clinics in the practice to make everyone's work and time in the practice worthwhile.</p> <p>The DNA rate for flu appointments was also discussed, as that has an impact on our other services provided by the nursing team.</p>	
<p><b>5. Patients feedback/ NHS survey results</b></p>	<p>MM shared this years' patient GP survey feedback and read out some questions from the survey with the scores, overall experience of Southcote Clinic was rated as good by 94% patients, the feedback is very positive. Two questions that the practice scored low are about the website and NHS app use by the patients. The practice has already taken a step to work on this and in October this year we changed the practice website provider and have a new website, more about the practice website in the section 6 of the minutes.</p> <p>We had a discussion with the PPG members about the website and NHS app functionality. Patients are encouraged to use the NHS app to access their test results, view their medical records and order prescriptions etc. The process is quicker and means that patients don't have to phone the surgery. The practice still hasn't got functionality for online booking appointments switched on.</p> <p>MM will liaise with DOB to see if we can organise a walk in/drop in session in the practice to help patients to learn more about NHS app and help resolve any issues that they might have with the app.</p> <p>MM also discussed the new capacity and access contract that has been discussed during the PCN PPG meetings. There are three components this year- digital telephony, which we are already are complainant with, this year we are required to provide telephony data to NHS England. In addition, we must recognise the importance of continuity of care, provide online consultations throughout the day at a safe level for the practice and ensure that we have a consistent approach to care navigation, signposting. There are lot of local practices in our PCN who are moving to total triage model, Southcote Clinic hasn't got plans at the moment to move to total triage as we feel that our access is good and the current model of appointment booking is working well. However, we do not know what future will bring and what</p>	

	<p>impact will have on our services when online consultations will be available for longer. Practice is already signposting patients to pharmacy via Pharmacy First scheme and local extended hours, same day hubs when necessary.</p>	
<p><b>6.Practice new website</b></p>	<p>Practice has new website since October, MM asked the group for feedback and encouraged members to browse the website and email MM any comments as we are always looking to improve how patient access their care.</p> <p>New website allows patients to update their details via the website, cancel appointments via the website and new patients can also use new patient registration functionality if they live in the practice catchment area</p> <p>The Website is managed internally by MM-Practice Manager and we are hoping that patients will find it easy to use</p>	
<p><b>7.Agreed action plan</b></p>	<p>MM will distribute the meeting minutes to the rest of the group via email, minutes will also be added to the practice website</p> <p>MM asked the group for any volunteers to talk to our patients in the waiting room to actively encourage them to join our PPG, we already have the information on the website, waiting room, and suggestion was also made to add the PPG information to the information screen in the waiting room.</p> <p>If anyone else from the group is interested in volunteering and willing to organise a session for our patients, please let MM know via the practice email</p> <p>New hybrid model of the meetings discussed, 2 meetings in a year, one F2F in November and one online half way through the year April/May</p> <p>MM thanked everyone for attending the meeting and the group also expressed positive comments about the practice, practice staff and services</p>	