

Minutes of Meeting on Monday 19th August 2024 at 5 pm

Present: Dr Ian Buchanan, Lee Hallam, Jacqueline Winterson, Judy Benton, Jim Newbery, Sally Harmer, Penny Hamilton, Alison Webb & Andy French

Apologies: Julie Alsop, Steve Morton, Michelle Hyatt & Linda Price

Some agenda topics were covered within the OBS Update section rather than disjointing the update presentation.

<p>1</p>	<p>Apologies</p> <p>As above.</p>	
<p>2</p>	<p>Introductions</p> <p>All attendees introduced themselves for the new PPG member Alison Webb.</p>	
<p>3</p>	<p>Matters Arising from Previous Meeting</p> <p>The vaccination clinic went ahead on 27th April at Looe Community Academy with PPG members in attendance to raise awareness of the NHS App amongst the attendees. Around half of those asked claimed to have the NHS App installed on their phones with a range of facilities used. It was agreed that practical “training” sessions should be held, probably in the OBS waiting room.</p>	
<p>4</p>	<p>Old Bridge Surgery Update</p> <p>Given by Lee Hallam, Practice Manager supported by Dr Ian Buchanan.</p> <p><u>General Update</u></p> <ul style="list-style-type: none"> • Staffing levels remain strong with no churn or new vacancies • Currently realigning our operations team so that each member takes on a lead role <ul style="list-style-type: none"> ◦ Comms, Patient Relations & Events ◦ Compliance, Risk & Continuous Improvement ◦ Quality Outcomes Framework ◦ Projects, Governance & Training • Telephone Data (new system) <ul style="list-style-type: none"> ◦ 5421 calls in July ◦ 662 callbacks requested with 97.28% being successful ◦ 5.7% calls were abandoned before being answered ◦ On average callers wait 308 seconds before being answered • Focus on CQC inspection preparedness • Collective action currently being undertaken • DNA remain at a stubbornly high levels – avg 140 per month • 1072 digital triage have been actioned between Apr and July • 426 home visits have been undertaken between Apr and July • Experienced a run of system downtime (2-3 occasions in the last 2 months), have manual back ups but never as slick! • Introduction of a new clinical hub in Liskeard for non complex face to face appts-early days so not consistently staffed yet but we have made good use of availability • We have seen an uplift in Livi capacity for on line consultations with improved patient feedback levels 	

Autumn Vaccination program

Flu & Covid – 2-3 clinics at Looe Community Academy depending of final numbers and capacity constraints.

Respiratory syncytial virus (RSV) – A new vaccination for those turning 75 on 1st Sept and all 75-79 year old. Cannot be co-administered with Flu & Covid vaccinations so there will be smaller clinics in the surgery.

Collective Action

An extensive range of notifications and service withdrawal is scheduled and phased over the period to 1st November. This is a negotiation so the current schedule may change.

Patient Experience

Friends & Family Recommendation

Rating	Apr	May	Jun	Jul	
Extremely likely		246	292	285	339
Likely		26	23	21	17
Neither		4	4	2	9
Unlikely		0	3	2	4
Extremely unlikely		8	2	3	4
Don't know		1	0	4	3
Total responses		285	324	317	376
Not recommended %		3%	2%	2%	2%
Neither/Don't know %		2%	1%	2%	3%
Recommended %		95%	97%	97%	95%

Annual Complaints Return

37 complaints were received in the year 2023/24, of these complaints, 57% were not upheld, 27% were partially upheld and 16% were upheld.

Strategic Planning & Risk Management

- CQC Requirement for practices to have a strategic plan that includes organisational values and a view of the strategic risks the organisation manages
- Creates a direction of travel and a framework for prioritising, planning and budgeting
- Allows all staff to be clear on how they contribute to the success of the organisations and ties individual objectives into common themes
- Allows OBS to effectively identify and manage risks

Draft plans containing Vision, Mission, Strategic Aims, key focus areas and Values were discussed in detail, however until these plans are finalised they will not be published.

CQC

	<p>CQC are inspecting within Cornwall. OBS is likely to be inspected soon owing to the time since the last inspection</p> <p><u>Social Media</u></p> <p>The NHS have developed a range of social media communication resources covering a range of healthcare issues. As OBS has no social media account OBS requested that these be communicated via the PPG facebook account.</p>	
5	<p>PPG and Virtual PPG Membership</p> <p>The active membership stands at 10. New member Alison Webb was in attendance.</p>	
6	<p>Patient Satisfaction Survey</p> <p>Covered in the OBS Update above.</p>	
7	<p>Women's Health</p> <p>The subject was discussed, but time constraints prevented the subject getting sufficient time. It was agreed that there be a focus on the subject at the next PPG meeting and a full explanation of the range of services available with OBS, the PCN and nationally with suggestions on how to signpost these services.</p> <p>Adding current service channels on the website was requested.</p>	
8	<p>Industrial Action</p> <p>It was explained that there will be no "industrial action" as the OBS partners are not NHS employees. However services historically provide by OBS that are not in the surgery's contract will be redirected to the parts of the NHS community that have a responsibility and funding for these services.</p>	
9	<p>Communication with OBS Patient Group</p> <p>None discussed other than the social media NHS communications.</p>	
10	<p>PPG "proactive" Areas</p> <p><u>Patient Experience</u></p> <p>Patient car parking abuse was discussed with recent experience gained from Lions members marshalling the car park on a busy clinic day. Misuse of the car park includes holiday makers treating it as a public car park, locals using it "to do a bit of shopping" and permit holders parking outside of the permitted times. The Lions received thanks and anecdotal statements of patients not being able to park when they had previous appointments. PPG to approach Looe Town Council who own and manage the car park to request assistance in reducing the abuse.</p> <p><u>Self Service</u></p> <p>Nothing discussed.</p> <p><u>Nice but not essential for patient care</u></p> <p>The upcoming vaccination season has large volumes of expensive vaccine vulnerable to power cuts for which Uninterruptible Power Supplies (UPS) would be beneficial.</p>	

	<p>OBS are seeking quotes for a building wide battery and solar system that could potentially provide cover for all essential electrical equipment in OBS including IT and telephony equipment thereby enabling OBS to remain open in the event of power loss.</p>	
11	<p>Action Plan</p> <p>Currently held within the minutes.</p>	
12	<p>Election of Officers</p> <p>April should have been the AGM, but as it was the changeover meeting for the outgoing and incoming practice managers it seemed an unnecessary addition.</p> <p>As the PPG does not fundraise there is no requirement for a Treasurer, The Chair has traditionally performed the secretarial functions so the only post to be filled was the Chair.</p> <p>With no new nomination for Chair, Andy French agreed to continue in the post until the next AGM in April 2025.</p>	
13	<p>AOB</p> <p>Some questions were raised in writing by a member who could not attend.</p> <p>Question: The OBS News letter has been missing for several months, this is the only mass means of passing news and actions to those who receive it, are more regular newsletters being planned. Answer: We have moved to quarterly in the main as there are a lot less changes in the surgery at the moment, we have the option still for interim newsletters should something urgent come up, latest on event out last week.</p> <p>Question: Does this practise offer and promote video consultation between patients, carers and clinicians? If so how is this accessed? Answer: Yes, but via Livi (this will not involve OBS staff).</p> <p>Question: Are Enhanced Access out of hours face to face consultations available? Answer: OBS only operates during core hours.</p>	
14	<p>Next OBS PPG Meeting</p> <p>Date to be agreed.</p>	