Minutes of the Holmcroft Patient Participation Group Committee Meeting held
6pm Tuesday 10th August 2021

Present: Norman Cobon (NC)
Irene Draper (ID)
Leela Gadsby (LG)
Anne Jones (AJ)
Celia Johnson (CJ)

1. Apologies:

   There were no apologies.

2. Minutes of Meeting held 8th June 2021.

   The minutes of the meeting held 8th June 2021 were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 8th June 2021.

   - Membership

     NC advised that before he had spoken to Bob Shepherd he had received an e-mail from Bob offering his resignation as he was not comfortable with virtual meetings. Bob advised that he would be pleased to re-join the group on a return to face-to-face meetings.

   - Social Media and Member Recruitment.

     CJ advised that she had been unable to find any Facebook PPG information. AJ agreed to seek advice from surgery staff as to how to access the information.
     Action: AJ

   - Annual Patient Questionnaire

     It was confirmed that appropriate information had been distributed with the meeting papers and that the matter was an agenda item

   - Patient Experiences

     It was agreed that telephone call issues would be discussed under later agenda items.

4. District PPG Feedback

   Members were asked if they had any questions or comments in relation to the 28th July District Bullet Points circulated with the meeting papers. There were none.

5. Annual Patient Questionnaire

    There was significant discussion, particularly about telephone access where considerations included the following:
    - Call wait times.
    - Lengths of messages.
    - Use of message advising when there were no further appointments that day.
    - Use of line busy when certain numbers of calls reached.
    - Calls for each category, (test results, referrals, etc.), to be directed to separate extensions.

    Other areas that were considered included:
    - Telephone consultations.
    - Comfort of waiting room.
    - Time windows for return calls from practitioners.
    - The impact of the pandemic on how services are provided.
    - Respect for privacy and confidentiality.

    It was concluded that the majority of areas of concern would be covered within the CCG Post Covid Evolution Project and AJ agreed to relay our thoughts in the further discussions with the project team and report back to the next meeting.
    Action: AJ

6. Surgery Update

    AJ advised of the following:

    - COVID-19 Update.

      - The County Showground vaccination facility had closed as planned at the end of June.
      - Holmcroft Community Centre and the Kingston Centre are the only 'Stafford' vaccination centres now available although other centres can be used.
      - Booking of appointments is now only via the National system.
      - The system for booster vaccinations remains work in progress.

    - Flu Vaccinations

      - Provision of clinics 24th / 25th September '21 is currently anticipated

    - Staffing

      - An Urgent Care Practitioner (UCP) has been appointed.
      - Dr. MacSharry is retiring 31st August '21 and will be replaced by a further salaried GP. Appointment of a replacement is in hand.

- Research Projects

    - We have been approached about participation in a 'new' project and Dr. Anwar's decision is awaited.

- Primary Care Network (PCN)

    - A further Pharmacist has been appointed.
    - A Care Coordinator is being recruited.

- Complaints / Compliments

    - Two complaints that had both been resolved satisfactorily
        o Delay in arranging an urgent District Nurse referral. Procedures have been amended.
        o Dissatisfaction with a consultation with a registrar. Matter discussed with all concerned, including registrar's mentor.

7. Patient Experiences.

Members advised that they had received positive feedback from a number of patients regarding the telephone / face-to-face appointment system.

8. Any Other Business

There was no other business.

9. Date of Next Meeting

Discussion took place on whether to resume face-to-face meeting and it was unanimously agreed that we should continue with 'Teams' meeting during the Autumn and Winter.

The next meeting is scheduled to will take place 6pm Tuesday 19th October 2021.