

The Spa Surgery – Patient Participation Group

Thursday 3rd March 2022 1.45 pm

GP MEETING ROOM SPA SURGERY, HARROGATE

1	Attendees
	<p>Spa Surgery: Clare Hedges (CH) (Spa Surgery Business Manager); Harriet Swift (HS) (Spa Surgery Patient Services Manager); Mike Drew (MD) (Spa Surgery Operations Manager), Nadine Collinge (NC) Lead Nurse</p> <p>Patient Participation Group members: Chis Brackley (CB) Christopher Dunn (CD) Jeremy Odle (JO) Chrissie Holmes (Cho) Alison Hill (AH)</p>
2	Declarations of Interests in Relation to the Business of the Meeting
	None declared
3	Minutes and Matters Arising
3.1	Minutes of Meeting 25.11.21 were approved as an accurate record. New members of staff Mike Drew and Harriet Swift introduced themselves to the group.
3.2	<p>Matters Arising</p> <p>CH – apologies for the delay in being able to convene the PPG until today, however there has been significant pressure in the system with the Omicron variant of Covid-19, staff illness and the need to focus efforts on re-engaging with patients who are overdue important appointments, check ups and interventions.</p> <p>Recognition of the importance of the PPG and it being informed of developments in the practice and its members ability to support the work of the practice.</p>
4	Clinician in attendance: Nadine Collinge
4.1	<p>Influenza Vaccinations</p> <p>CH - Vaccination doses have already been ordered from two suppliers in order to ensure availability, given difficulties last year re. Brexit and general instability in supply chain/logistics out of our control.</p> <p>Introduction to the nursing team</p> <p>NC –A detailed breakdown of the work that the nursing team do was given, e.g. woundcare; vaccinations; diabetes clinics; clinical trials (HP Validate); tissue viability; smears; spirometry (post covid when permissible); NHS health checks; catch up programmes e.g. MMR vaccinations; patient specific audits to identify those in need of follow up; preparation for CQC inspection and stock rotation to</p>

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	<p>ensure most efficient use of medications, especially those with short shelf life.</p> <p>JO – recognised this as a fantastic service but one about which he imagined most patients are unaware. Query possibility of a takeaway information sheet for patients and promotion of the nursing team. HS to action.</p> <p>CD – Raised a number of 'lessons learned' from the previous flu vaccination clinics held at the Spa Surgery, namely: information sharing – dates of the clinics as far in advance as possible to ensure those who need to plan transport etc can do so; outside signage to be more prominent and navigate patients from the main road and other entrances more clearly; some seating to be provided for those waiting for taxis; car parking to be manned and the car park barrier to be left down the night before clinics to ensure maximum spaces available; overgrowth on footways to be tackled, please; no smoking outside the surgery at any time.</p> <p>This is noted and to be taken to Spa Planning meeting for this year.</p>
4.2	<p>Clinical research projects</p> <p>CH – 'HP Validate' trial is currently running and the outcomes will be shared when available. This is a self-administered smear test. Currently running alongside a normal smear appointment and the results to be compared for consistency. It is hoped that this option will increase the uptake of tests and patients adhering to test intervals.</p>
4.3	<p>Apprentices in the surgery</p> <p>CH - Nurse apprenticeship position has commenced and will be spending part of their time studying and part with the nursing team. The aim is to train and retain this individual and again make the staff group more robust. The apprentice has come from our own patient services team and Spa Surgery is proud to be 'growing our own' by developing staff into other specialist roles.</p>
5	Updates
5.1	<p>Face coverings and Covid protection measures</p> <p>HS – Face coverings remain a requirement for all patients, staff and clinicians unless exempt. Rare occurrences where patients have refused to wear, most have merely forgotten and the surgery provides face masks in any event.</p> <p>CH – continue to have social distancing in place in the waiting area and staff are maintaining distance in meetings etc.</p>

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5.2	<p>PPG membership recruitment</p> <p>HS - There has been some interest from the patient population for joining the PPG and there is continued effort to increase diversity in the group. Query recruiting a member from the homeless project (Springboard, Harrogate) that our GPs support and a younger group member, e.g. 6th form age.</p> <p>HS - Possibility of setting the meetings in the evening and/or giving new participants the option to join via Teams calls, therefore enabling younger/working members to join.</p> <p>JO and PPG members keen to have increased visibility in the surgery to raise awareness of the group and encourage patient engagement – HS to discuss with operations team to establish the best location for a table/stand.</p> <p>JO raised the matter that PPG members with disability or conditions requiring long term treatment could discuss their experiences with patients.</p>
5.3	<p>Recruitment</p> <p>CH - Spa Surgery has recruited an additional ACP (advanced clinical practitioner), explained the purpose of this role in providing yet more relief to the doctors rota and the wider variety of appointment options for patients, express triage of patients and reducing waiting times.</p> <p>Introduction to Harriet Swift, Patient Services Manager and Mike Drew, Operations Manager, at Spa Surgery.</p> <p>HS - There are now four new members of patient services admin team, based mainly in reception but extending to other duties. This recruitment will help to reduce wait times on the phone and speed up many aspects of patient services.</p>
5.4	<p>Patient Records – changes to access from 1st April 2022</p> <p>A discussion was had regarding the changes coming into place from 1.4.22 for patient record access. Patients will be able to see prospective medical records online. There is clearly concern about patients with safeguarding matters on their records, those who are the victim of any . This is a complex area of change. An explanation was given as to the current conversations taking place at a regional and national level and that the approach to be taken by Spa Surgery would be confirmed as soon as possible.</p>
5.5	<p>Technology in the surgery and the digital landscape for patients</p> <p>HS – digital health champions training is available to those who are interested in the patient services team. PPG members are also welcome to take advantage of this free training and the group</p>

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	<p>expressed an interest in having a 'drop in' desk in the waiting room or ground floor area. This would, it was suggested, help to support the less digitally poor patient or those without the required skills and knowledge to make the most of the online services available to them. HS to circulate/project manage.</p> <p>CB - PPG would like to know if they could have a dedicated email address – HS to investigate this and respond.</p> <p>ALL – agreed the need for more PPG promotional materials – HS to manage in conjunction with the group.</p> <p>CH – described Push Doctor service and its success in the last few months, reducing wait times and encouraging patients to use this video consultation option to quickly, safely and effectively conclude more 'minor/routine' patient queries. This is free to our patients and the service was commissioned by the CCG.</p> <p>CB – request to change the website from Patient Practice Group to Patient Participation group. HS to adjust.</p> <p>CD – A plea to increase awareness of the out of hours service at the Spa Surgery: where it is located; when it is available; guidance from ground floor front desk. HS/MD to follow up.</p>
6	PPG Activity
6.1	PPG
6.2	<p>Terms of reference</p> <p>A document authored by CB will be circulated, as the group needs more express terms of reference and a quick reference of how the PPG is expected to function and the purpose of the group.</p> <p>Member profiles All members to provide a short paragraph to introduce themselves. Kindly request before next meeting</p>
6.3	<p>Chairing PPG meetings</p> <p>CH - Invitations for chair are welcomed, as well as for secretary. There is also the possibility of rotating this responsibility to take account of holidays etc.</p>
7	Any Other Business
	None recorded.
8	Next Meeting
	Date and time to be agreed – HS to book and circulate.

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