Notes from PPG Meeting 10.03.21

1. **Present:**

Lilian Turner (Chair) Ann Hibbard

Colin Godfrey Caroline Atkins

John Loots Joy Deadman

Barbara Goodyear Kaylan Datta

Simon Ward Sheelagh Birtchnell

Jane Winship Claire Osborne

Dr Anna Reed Jane May (note taker)

Apologies were received from David Murray.

1. **Election of Deputy Chair / Chair**

The Chair resigned but agreed she would hand over the next Chair before May’s meeting of the PPG. The PPG members thanked Lilian Turner for acting as Chair. A deputy Chair also needs to be elected

1. **Approval of Notes of 13.01.21**

These were approved

1. **Matters Arising**

There were no matters arising.

1. **Business Plan regarding staffing levels**

CGH is struggling to recruit GPs but is actively trying. Basingstoke has been identified nationally by Pulse (GP professional magazine) in 2019 as the third worst area in the UK for losing GP Partners and not being able to recruit replacements. The situation for CGH is not being helped by the delay in CQC’s reviewing our rating, delayed by 12 months already due to COVID, and the national shortage of GPs. CGH has been successful in attracting applications and recruiting other clinicians. There are no plans to reduce staff.

1. **Doctors’ Hours**

Full time GPs work 8 sessions a week (equal to 4 full days) with paperwork generated from these being done on day 5. There has been a move away nationally from GPs working full time and it is well documented that those who continue to work full time are at much higher risk of burnout, making themselves ill or retiring early due to the pressure they face in their role. CGH has 3 full time GPs and the rest of CGH GPs balance family commitments with other NHS roles and commitments (such as helping with COVID vaccinations). Nationally some GPs have left the NHS completely to take up private work which has less pressurise from high demand for services.

1. **Named Doctor**

Dr Johnson’s list has been covered for the last 5 months by Dr Alexander. All other lists have been reallocated. When making an appointment, CGH tries to put the patient with their own GP and a quick survey showed a GP in a typical clinic saw 91% of their own patients.

1. **COVID Vaccination Numbers**

The COVID vaccination programme is going well. NHS numbers vaccinated can’t be talked about, but Hampshire Court Hotel has now done 50,000. The success of the walk-in trial at the Fire Station will be shared after the Joint NHCCG PPG meeting.

Maria Miller shared a letter from Matt Hancock regarding the success of Hampshire Court Hotel’s vaccination programme and that it was one of the best performing in the country. Sheelagh Birchall said she felt proud and pleased to receive this recognition.

1. **WhatsApp**

The PPG felt that WhatsApp was not for the PPG at the moment.

1. **Follow Up on Cancer Care**

What follow up and after care is available from the GP when a patient is discharged having completed cancer care. Currently patients have a follow up between diagnosis and treatment by their GP but that it is not always clear when treatment has ended, patients can feel overwhelmed by the number of appointments they have had, or they do not always want to hear from their GP. If the patient contacts their GP then they will receive follow up. Additionally, once a year there is a review. However, it was agreed that 2-4 months after the drama and trauma of having cancer treatment it was an opportunity for a nurse or GP to contact patients who can feel “at sea”. Dr Reed and Joy Deadman will pick up this outside the PPG to discuss further.

1. **Feedback from PPG CCG In Touch Meetings**

There were no questions. Virtual Wards will become a feature of patient care as they had been very successfully utilised to care for COVID patients. Hospitals are now being designed with robot stations.

1. **Manager’s Report** (copy enclosed)

The PPG requested that the report contained the total number of complaints received, not just those that escalated.

Reception staff were often offered career progression and so the report reflects regular recruitment of replacements. The reception team have been working hard to improve their call answering and Claire Osborne is undertaking a piece of work currently looking at comparing call answering statistics with other GP practices.

The PPG have requested that the number of staff in CGH is put on the website.

1. **eConsult**

The PPG noted that eConsult was introduced as a 24/7 system but CGH had reduced access significantly. They are keen to return to 24/7 as they have found it is a useful tool for patients who find it difficult to access their GP between 0800-1830. Also there were strong protests that CGH have reduced access where as other GP surgeries have kept access open.

eConsult is paid for by NHCCG but concerns about patient safety have led to access to be reduced. Clinicians throughout CGH feel patient safety is the highest priority. It was acknowledged that eConsult sometimes set the safety netting threshold too low which was frustrating for patients but being redirected to other services was clinically the most appropriate course.

1. **Any Other Business**

Mental Health Services – Dr Webster is our MH special interest GP and CGH have 2 MH workers as well as Mind. CGH is looking at collaborative working with the Trust to see how we can utilise a third MH worker. CGH is also looking to work with iTalk.

Bereavement protocol – this is being finalised to ensure support and information is given to the bereaved.

CGH List – our list will not close.

Hampshire Together – this is looking at councils and Primary Care working together for social care potentially in the same spaces.

Retirement of Chair – Lilian Turner thanked everyone for their support and it was agreed a separate meeting would take place to nominate and elect a chair.

1. **Next Meeting**

The next meeting is 12.05.21 at 6pm