

Minutes of St James Medical Practice PPG AGM – 6th October 2021 via Zoom

- Attendees** Ian Gutteridge (Chair), Theresa Banks (Secretary), Stella Gutteridge (Treasurer), Penny Hipkin, Paula Bell, Margaret Worledge, Anne Lemmon, Jane Chase, Malcolm Powell, Colin Johnston, Carol Ludlam. Kathy Foley (Practice Manager), Dr Antonia Moussakou (GP Partner).
- Welcome:** IG welcomed the attendees and thanked all for their time.
- Apologies:** Rachel Seakins, Pat Simpson, Jasmine Fulcher, Karen Goult, Enid Bright.
- New Build Update:** Item cancelled.
- Minutes AGM:** IG confirmed that the last formal AGM was in 2019. In 2020 there was no AGM, but notes were circulated on 6th October 2020 confirming that the officers had agreed to continue, and the accounts had been made up and KF had audited and approved them.
- Minutes last meeting:** The last meeting was held via zoom on 22nd June 2021. IG had circulated the notes to all members and, as such suggested that they were taken as read. Members agreed unanimously and the minutes were accordingly agreed as a fair and accurate record.
- Matters Arising:** None
- Election:** There having been no nominations for office for the 2021 – 2022 year IG advised the meeting that the current Chair, Secretary and Treasurer had agreed to continue.
- Committee:** The committee are to remain as is apart from Paula who had advised that she would be standing down this year. IG thanked her very much for her contribution to the committee over the past years and expressed a hope that she would still be able to attend the full group meetings going forward. PB said that she does intend to attend the meetings.
- Chairman's Address:** IG gave the chairman's address for the 2020-2021 and this is included in these minutes.
- Treasurer:** SG gave the treasurer's report and presented the accounts for the year. The current balances total £749.50 there having been income of £183.55 from books and DVD's. Expenses had reduced to nil as the NAPP membership had been discontinued and the practice had kindly agreed to fund the insurance premium for 2021-2022.
- The accounts had been passed to KF for inspection / audit / approval and she had returned them so approved.
- There being no questions or comments, the accounts for the year were duly accepted.
- Practice Update:** KF started by thanking the group and the volunteers for their support during the COVID vaccination campaign. She said that the practice was extremely appreciative of the work done and felt that the practice couldn't have undertaken the exercise without this support.
- There is to be a volunteers thank you event at South Wootton Village Hall on 16th October. This is to take the form of a drop in buffet and will run from 14.00 until 18.00. All volunteers are invited. Abbie has set up a "doodle" meeting – link below for any volunteer that has not yet indicated their attendance.
- IG will send a further reminder to all volunteers re the event.
- [Doodle](#)
- KF also expressed her thanks to IG for the work done during the campaign in terms of organising volunteers / creating rota's etc throughout the 5 months.
- New Build:** In the absence of Chris Acton, KF advised that the planning application is still under consideration. Various professionals have been asked by the contractors to work on various aspects. The next council planning committee is later in October, and it is hoped that the application will be considered at this meeting.

KF thanked the PPG for members involvement in the process over the past year or so.

COVID / Flu. The practice has started the Flu / COVID booster campaign, but these clinics are much smaller than before. KF does not think that volunteer assistance will be needed as things stand at present. The practice is offering both jabs together as this is in line with current guidance. If a COVID booster has been done elsewhere a flu jab can be done in isolation. MP mentioned that the hospital approach was that there needs to be a week between jabs, but AM confirmed that current guidance is that both can be done at the same time (but in different arms!).

KF said that the practice can now keep the vaccine for a month once received rather than the three days that was the initial guidance.

The practice list is continuing to grow and is now nearing 17500.

Staffing: Further reviews of staffing levels are being done as well as continuing studies of the workflow. She commented that the practice receives some 700 – 800 contacts per day. A contact is anything from a letter, test results, telephone contact, footfall requests etc. Additional administrative staff are being / have been recruited but there is an issue as to where to put them within the limitations of the surgery building. Admin staff are also being carefully trained by Dr's Moussakou and Steggles (and others) to manage the footfall consultation request system

Dr Sorenson Pound is leaving for personal reasons and the practice is advertising widely to endeavour to secure a replacement. This is proving to be particularly challenging, and this has been exacerbated by the withdrawal of the European GP recruitment programme following Brexit.

There have also been changes in the clinical team with a new HCA and nurse associate being appointed from the hospital. The nurse practitioner team has also changed with one retirement and further appointments.

The workload remains extremely high and as a result staff are extremely tired, but they have all worked tirelessly to keep everything running and patients looked after.

MP mentioned that the hospital had given all staff an extra day's holiday in recognition of their efforts during the pandemic and wondered whether the practice had considered a similar approach. KF advised that, indeed they have, and a number of valuable incentives have been provided to staff to thank them for their efforts over the past year or so.

Various staff social events are planned and as Rebecca (Kathy's PA) is now back, she will be looking to support staff with seasonal goodies to keep morale up over the coming months.

TB asked about admin staff involvement in managing the triage system. She cited an example of a case where a patient had a problem that, it was felt, should have received priority attention but had not. Further approaches to the practice had been necessary before the necessary clinical response had been achieved. She therefore wondered whether the move towards greater admin involvement in the process is wise.

AM advised that the practice does not have the necessary clinical staff to allocate to the online triage system and that the staff dealing with the enquiries have been and are being carefully trained to identify the appropriate clinician to whom enquiries should be allocated and the appropriate timescale. She explained that this was no different to the system (pre online) where reception staff would deal with initial approaches via the telephone.

AM said that she was not able to comment of specific cases and the appropriate route for such issues is via the operations manager (Simon Temple) who would be able to review any specific case should this be needed.

The group accepted that the forum is not one that is appropriate to discuss specific cases, but IG commented that he feels that it is reasonable for members to mention issues that are

illustrated by recent experience as this could assist the practice in identifying any issues or trends where additional enquiries could be made, and further training resource directed.

MP mentioned that he had occasion to contact the practice recently and, as a result of this approach a test had been arranged and this was followed up by a call from a doctor a couple of days later. He feels that this is an example of the system working well for patients.

Footfall:

IG asked whether the practice had found the observations / comments sent over after the last meeting to have been of any interest. KF will look over them again and give a quick response as to whether any of the points are of help.

QE Governor Update:

PH advised that the hospital has been allocated £20m to effect necessary improvements and repairs. A new endoscopy unit is being constructed at the front of the hospital and, once completed this will free up theatre space.

The maternity bereavement suite is being set up now that the funding has been secured. (This was the Lynn news charity for last year).

The CQC are going to inspect the hospital again very soon and preparations are underway for this visit. Hopefully, the results will be positive for the hospital

The hospital is heavily into participation in the integrated care system for Norfolk in conjunction with the other trusts in the region.

The old psychology unit (Fermoy) is being refurbished to provide additional capacity.

Rebuild: Two options / plans have been submitted, one for a new hospital and one to build / improve piecemeal on the present site. Clearly the preference of the hospital management team is for a new hospital, and it is still hoped that this will be the outcome. It is possible that a multi storey car park might be built to be followed by a new hospital building on the present car park site. Options have also been mooted for an out-of-town site. MP expressed the thought that a site outside the town might be appropriate in the light of the number of patients from Wisbech / Downham and other areas that are served by the hospital.

It is thought that, in any case, it will be ten years before the town sees its new / improved hospital facility.

League of Friends – The league has been asked to vacate its present “hut” and they will be given a porta cabin office going forward.

AOB

IG asked whether flu jabs can be booked (for the over 65's) and Stella asked about the youngsters. KF confirmed that both vaccines are available, and appointments can be booked.

TB asked whether clinicians could make every effort to make the telephone calls at the times indicated to patients or, at least send texts or other communications if the time stated cannot be met. Patients typically are in a state of anxiety whilst awaiting a call and, if it doesn't come at or near the time stated this can lead to additional worry.

There being no other business, IG thanked everyone again for their time and the meeting closed at 19.15.

St James Medical Practice PPG – Chairman’s Address 2021

As members know 2020-2021 has been another strange year and, as a result PPG activity has been limited. Meetings have been held via zoom and the main item on each agenda has been the new build project.

The group is grateful to Chris Acton of The Primary Care Partnership for his engagement and willingness to keep the group up to date with progress. Members have been involved in a number of meetings including the initial options appraisal meeting when a short list of available sites was discussed. Chris attended this meeting and has given members an update as to the current situation as regards the planning exercise.

Several PPG meetings have been held solely to discuss progress with the project over the past months and notes have been prepared and circulated to members covering the discussions at each of these meetings.

Members have also been involved in the COVID vaccination programme along with other volunteers sourced from other practices in King’s Lynn, friends and relatives and organisations such as Voluntary Norfolk and the technical college. I should like to take this opportunity to add my thanks to all members that have helped with this valuable work and I know that the patients attending for their vaccinations very much appreciate the work freely given by all of the volunteers over the six months of the COVID vaccination campaign.

During the year the members agreed to discontinue membership of NAPP.

In conclusion I should like to thank members for their continued support during a very strange year and I very much hope that the group will be able to resume normal meetings in the near future.