

Colchester Medical Practice Patient Participation Group

Minutes of the meeting on 3rd October 2022

Present: Howard Gardner (WR) : Jennifer Smith (PH) : Alan Murrells (SE) : Ken Jones (SE) : Russell Watterson (WR) : Peter Dennis (PH) : Paul Larkin (PH)
Chairperson
Ex officio Richard Miller, Business Manager for Colchester Medical Practice

Apologies: Julie Litherland (CG) : Ann Larkin (PH)

- 1 Mr Howard Gardner was welcomed to the group
- 2 Dr Kingsley was introduced. He told us he has been working in the Practice since 2017 and has been a partner in the Practice for the past two years.
- 3 Minutes of last meeting
The minutes were not read out, having previously been circulated. It was agreed that not reading the minutes will always be the practise.
AN Other was identified as Mr Ken Jones.
The minutes were accepted as a true record and signed and dated by the Chairperson.
There were no other matters arising from the minutes that were not already on the agenda.
- 4 Data collection from GP surgeries and how that impacts on appointment choice
There was an open discussion on the appointment targets under a matter raised by AM. The targets referred to in AM's question are now historic and the method employed by all surgeries in the Practice consist of having open access from 8.00-10.00am, Monday to Friday; appointments within two weeks can be arranged through a Receptionist; there are various times available for appointments covering one early hours surgery from 7.00am to 8.00am at each surgery; late appointments from 6.30-8.00pm at all surgeries; an all day Saturday surgery is also available at the Parsons Heath hub. Home visits are available when deemed clinically necessary.
- 5 Government targets, how are these measured and reported
There was a wide-ranging discussion on how the Practice is monitored regarding how it is performing on a whole range of targets based on quality of care and outcomes.
All the details can be found on the NHS Quality and Outcomes Framework website, which lists both targets and outcomes.

<https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/quality-outcomes-framework-qof>
- 6 Flu and covid vaccines are available from all surgeries and the Practice is paid £10.06 for each vaccine, both flu and covid. The flu vaccine has to be ordered one year in advance and it is very important to the Practice that all vaccines are used as any returned vaccines are charged to the Practice at £10.06 each. For last winter this amounted to a cost of £7500 to the Practice. All practitioners are

encouraged to offer the vaccine at any routine appointment where possible. The NHS also gives guidelines as to who and when to give vaccines; for instance, in October, over 65s are the priority age range.

7 Items from the suggestion boxes.

An item regarding the surgery running late was mentioned and it was noted that it is the practise of practitioners to try to inform the waiting room if they are running late.

A comment from Castle Gardens that Receptionists should be more polite on the phone was noted and RM will speak to all Receptionist regarding good customer service behaviour.

One comment stated that a patient has moved from Parsons Heath to Wimpole Road but still wanted to see the Doctors at Parsons Heath. RM's response was when people move, they have to change surgeries, so their care is predominantly local enabling a balance of patients per surgery to ensure resource is used evenly.

Another comment was that a patient had undergone an ECG but the practitioner was unable to comment. Dr Kingsley stated that taking an ECG is a relatively simple process but the interpretation of results requires a clinician. The usual practise, if urgent, is that the patient will be asked to wait at the surgery until a clinician can speak to them about it. Otherwise these tests are handled as routine and a clinician will speak to the patient at a later date.

One patient was upset their usual GP had left the Practice without their knowledge. It is not the practise to publicise when a doctor moves on as this would involve sending thousands of letters and would create an unworkable increase in demand to see that doctor before they go.

8 There was discussion about the positions and naming of the suggestion box. It was decided to put up more notices about the box and rename it "Patient Feedback". RM will action.

9 We had received an email from Healthwatch Essex. We were unable to help this time but we are open to any other contact from them.

10 Any other business
There was no other business.

11 Date of next meeting
Our next meeting will be on 9th January 2023. This meeting will incorporate the Annual General Meeting.

Signed

Chairman
Date