

PRG Meeting 09.06.2022

Attending: Angie, Jane, Peter, Tad, Jit (CCG), Malise

Apologies: Mike, Louise

CCG Engagement team: Jit Prakash

Survey of Melton for health needs now and in the future. 3000 responses from MM – surveyed across Leicestershire. Surveys also reached voluntary sector with consultation events.

Looking to understand what appointments patients want, where they want them and with whom and how they will get there (sustainable travel).

For information only – no action for PRG

Matters arising:

- Kate Hunter farewell

Chairs Report:

- Care in the community and what provision for end of life

Action for PRG

Issue raised regarding non emergency ambulance transport (to take patients to appointments)

Tad to raise with MP

Practice Update

GP Recruitment

Unfortunately, we have received resignations from three of our Salaried GPs who have decided they wish to leave the Practice for personal reasons.

Unfortunately, GP recruitment continues to be a national issue, with those 5000 extra GPs we were promised still yet to appear!

In response, we continue to look at how to utilize other clinical professionals appropriately within the Practice, with adverts out for additional Pharmacists, Paramedics and ANPs, but also exploring how we can make the GP job at LHMP more attractive to both retain and recruit great members of the GP team.

New Recruits to the LHMP Team

- Welcome to **Dr Ruby Armon**, who joined us on 19th May. Ruby is a GP Locum, and will be covering 6 sessions a week, we hope for this to support for GP list work and help for IAC/48-hour access cover
- **Eleanor Watson** will start in Patient Services on 6 June
- **Selina Johal** will commence as Physician Associate on 27 June
- **Kerry Wilkinson** who will move from a HCA role to Practice Nurse and starts her new position on 7 June based around MTU
- **Alicia Bertoli-Greasley** has successfully been recruited for the role of HR Administrator.
- **Sarah Postle** joined the **reception team** on 4 May.
- **Angela Stubbs** joined us as our **Diabetes Nurse Specialist** on 10 May

- Dawn Whitfield changed roles from HCA to start her new post as **Care Co-Ordinator for Sarah Culpan's team** on 9 May.
- Paul Crosbie – New Practice Manager joins 20th June

Operations

RED ZONE: we have now removed the 'no accesses to the red zone area. This is possible because of our robust IPC measures already in place and the fantastic staff who work appropriately in the red zone area when it's needed. It remains important that we all continue to follow the IPC guidelines for our roles which includes mask wearing, hand washing and appropriate distances.

MAIN RECEPTION QUEUE AT BUSY TIMES: To help alleviate the queues at the main reception we are informing patients to use our self-check in machine. To make this even easier for patients we also moved the self-check in machine to the main entrance porch – which is where patients' queue. Staff are encouraged to support reception by helping patients waiting in the queue. Often all it takes is for a member of staff to point it out and demonstrate how easy the machine is.

CCG SURVEY: FUTURE HEALTHNEEDS OF MELTON MOWBRAY: Our CCG have recently shared a community survey of our patients requesting their opinions on future health services in Melton Mowbray. This is in response to the growing opinion that a second GP Practice is needed in the town. The decisions regarding healthcare provision locally is the responsibility of the CCG and Melton Borough Council are playing a large role in the discussions too.

We, like all local GP Practices, have been asked to share the survey links and promote the survey through our usual channels. If you live locally, please take the time to complete the survey and encourage your friends and family to do so too. The CCG plan to use the community feedback to shape future healthcare provision locally so it's important that we share our individual voices on the matter.

<https://meltonmowbraypatientfeedback.questionpro.eu>

STAFF FUNDRAISING EFFORTS FOR UKRAINE: The staff response to supporting those affected by the war in Ukraine has been fantastic. Throughout April staff raised money by wearing Ukraine colours on Fridays, cake sales, raffles, tombola's, guess the baby competition and finally, a Doctor's Vs Nurses talent show at our two-year delayed Christmas Party! In total we raised £612.20!!

COVID VACCINATIONS: we continue to offer covid vaccinations through Saturday clinics for patient convenience. The next clinic is on Saturday 18th June,.

APRIL PERFORMANCE

We're working hard to look after you.



In April 2022 we delivered & received....

- **18,591 (978 calls per day)**
Incoming phone calls
- **1,738 (91 contacts per day)**
Engage Consult contacts
- **16,591 (873 per day)**
Total appointments
- **4,314 (227 per day)**
GP routine appointments
- **574 (227 hours wasted)**
Patients did NOT attend their appointment
- **7**
Complaints



Practice key messages: Recent Communications to patients

- Don't miss a call from your GP – check your smart phone pre-set settings for rejecting withheld calls
- Prescriptions can NOT be handled in person at the Practice – there is a dedicated call line and email address for Prescription support.
- Self-check in stations are now enabled – this means you don't need to queue if you are just checking in – Patients can check in at the suite they are attending or at the self-check in stations as well as main reception.
- Reminder of the cancellation number to call if you no longer need your appointment – this is to continue to target DNA's (did not attend's - wasted appointments)