

Dr PAA Wood & Partners

Patient Participation Group Meeting Minutes of Zoom meeting Wednesday 20th July 2022

Meeting opened at 7pm.

Present: Dr Paul Wood, Geraldine Comery Business Manager, Simon Jones Practice Manager, Margot Keats, William Keats, Richard Smith, Lynn Morley, Vanda Vickers, Roger Haylett, Rachel Jones, Glenda Youde, Val Haylett Chair

Apologies: Nil

Val Haylett agreed to be Minute Secretary for this meeting

Val welcomed everyone to the meeting. The minutes from the previous meeting were confirmed.

Practice Update - Geraldine Comery

Geraldine introduced Simon Jones who commences as the Practice Manager at the end of July 2022. Simon said he was pleased to meet members of the PPG albeit virtual rather than face to face, he is looking forward and is excited about joining the Practice. His last 5 years have been spent in GP practice management in Nottingham, this Practice is similar to the Nottingham practice in that it is split over 2 sites. He looks forward to continuing a good relationship and being open and transparent with the PPG and working with them. On behalf of the PPG Val Haylett welcomed him.

Geraldine went on to talk about resourcing. 3 new receptionists are starting. It has been very difficult to recruit receptionists, it's not just our practice that has had difficulties in other Practices as well. There seems to be a general shortage of staff for many areas. Simon commented that the Nottingham Practice was in the same position in trying to recruit staff. The role of the receptionist is not an easy one, the retaining of staff is difficult. Sadly, some patients are not always as nice as they should be. Hopefully when the new receptionists are fully trained the phone should be answered a little quicker. Part of the training is via the NHS, there are many training modules they have to complete prior to working from Fire Safety, Infection control, Safeguarding, Health and Safety etc. It will take a while to get them all up to speed.

Geraldine was very pleased to announce that Dr Okotie who has been the Practice registrar for the last year will commence 31st August as a salaried GP. The Practice is still trying to recruit a 3rd salaried GP. The advert is still out for this role.

Dr Wood then joined the conversation, he said he had been in the Practice for approaching 30 years. He had made the decision retire formally from the Partnership at the end of September 2022. He said it will be a big change, but he knows he is leaving the Practice in good hands and is hoping they will maintain and improve any services they offer currently. Geraldine said she hoped she was speaking on behalf of the PPG as well as the Practice to thank Dr Wood for all his hard work and contributions and support over the years, especially the support he has given to the PPG. Margo Keats said she wished Dr Wood very well. The first time she had met him was at Queen Street Gym when he just joined the Practice. Dr Wood apologised that the image of him in his swimming costume was still in Margo's mind after 30 years! He hopes she has some memory failure on that point, Margo replied that in fact it was a good picture she had. Val Haylett said on behalf of the PPG that Dr Wood had been such a brilliant support and liaison and has attended virtually every meeting and had honestly answered some tough questions at times. Speaking personally, she said she would miss him in the practice and was sad to see him go but that she hoped he would enjoy the future. Roger Haylett pointed out that his lasting memory was that Dr Wood used to have long dark hair, Dr Wood admitted that there used to be more of it.

Geraldine then announced that the new lead GP for the PPG would be Dr McDermott. He is an established Partner within the Practice; he will be joining Simon at the PPG meetings in the future.

Geraldine went on to say that the Practice had now gone back to an open-door policy, not the intercom system, but they are still asking patients, when they have a face-to-face appointment to arrive wearing a mask, most sadly are not. The Practice does not have enough resources to give all patients a mask, the stock they have is used for the staff at the Practice. The mask wearing is for the safety of patients as there will be more people in the waiting rooms, hopefully it will also improve the wellbeing of the staff. If at the end of the day lots of staff go down with Covid, NHS staff still have to isolate. Lots of patients do not appreciate this fact because it was announced that some companies do not require staff to isolate, but this does not apply to NHS staff. The staff can only return to work after 2 negative tests which can be up to the 9th and 10th day. The Practice has had 4 staff off within the last month with Covid, that impacts on the resourcing of the Practice. We can't insist on patients wearing masks, but Practice staff will be wearing masks. Richard Smith made a comment that in the general population mask wearing is now almost non-existent. He felt that was some confusion in the public re wearing masks. Geraldine confirmed that the Practice staff would continue to wear masks to keep their service running.

The Mackworth new build project is stalled presently waiting for a report. This hasn't gone away and is not finished; it is progressing but very slowly.

Geraldine has applied for some funding to potentially change the layout out of some of the Practice rooms, and to squeeze in another couple of clinical rooms or admin space. This is ongoing and there is currently no final agreement for it, but the Practice will try to progress this as we are desperately running out of rooms.

Geraldine reported that the National GP Survey that is done each year is interesting with lots of questions. Last time they checked the Practice the survey only reported on 48 patients out of 12800, it's not exactly representative. Those results for this year are now out and they are being collated into some bar charts and hopefully Simon will give an update at the next PPG meeting.

Val Haylett enquired whether there was any new information re flexing the boundary of the Practice to take in the Kedleston Road development area. This is going ahead; the paperwork has been submitted and should go through. Margo enquired whether with the new patients from this area would there be more funding available, to help make changes to the accommodation of the Practice. Geraldine explained there would be no specific funding for changing the boundary but there would be some funding which is calculated on the patient population. It does not just add up patient's numbers it is a complicated calculation. It does not follow that if 500 patients are taken on the funding would reflect that. The boundary change has been very slight as the area was already on the soft boundary of the Practice. Dr Wood said that a rising patient list was better than a declining list.

Dr Wood then thanked Geraldine for her hard work in the Practice and with the PPG as this would be her last meeting. Val Haylett echoed Dr Woods comments and said Geraldine had greatly assisted the PPG and had been a pleasure to work with.

The meeting then ended and re-commenced at 7.45 for Dr McKay to give a talk on Team Up. This meeting would be for all Derby PPG members not just Park Farm.

Future Meeting Dates: (on Teams until further notice)

Wednesday, 5th October 2022 – The guest speaker will be Kellie Townes –

Livewell Marketing and Customer Coordinator, Derby City Council

Wednesday, 4th January 2023