

Musters Medical Practice Patient Participation Group (PPG)

January 2025 meeting minutes

7th January 2025 5pm – 6.30pm face-to-face meeting

Attendees: Louise Duffield (LD), John Burnett (JB), David Bogod (DB), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), Wanda Martin (WM), Diane Nashed (DN)

Welcome & introductions: DN introduced herself to the group. A former nurse, now retired, she has been with MMP for around 20 years and would like to join the PPG.

Apologies for absence

- Paul Midgley, Leane Hennessey, Cllr Liz Plant, Belinda Collett

Declaration of any conflicts of interest - none

Review minutes of the October meeting – minutes accepted as accurate. DB updated that he would be attending the digital champions event on 4th February at West Bridgford Library, where he will receive training on how to encourage and support a wider digital uptake amongst patients. **Action: DB to attend digital champions event on 4th Feb.** **Action: LD to ask ES to upload October minutes to the website.**

The planned talk by Belinda Collett (PPG Chair, Village Health Group - East Leake, Keyworth etc) about their experience of moving to a "Total Triage" appointment system was postponed due to Belinda being ill. It's hoped to reschedule this for the next meeting. **Action: LD to invite Belinda to the next meeting.**

Summary of progress against October's action points: (red – outstanding/or carried over)

- **PM to analyse latest FFT data and feedback at April PPG meeting**
- **LD to mention and link [Future of Health in Rushcliffe | RushcliffeHealth](#) in a future newsletter and via Facebook once date and venue in June is confirmed**
- **PM to hold meeting with partners to try to increase engagement and get a purpose established for the PPG**
- **ES to re-discuss with Partners inviting PPG members to future QPDM meetings including annual complaints review** - Partners had declined a representative from the PPG at future QPDM meetings. They want the meetings to be learning events, with clinicians speaking freely, which they feel wouldn't happen with a PPG member present. DB said the time has come for change and other NHS organisations have lay members at such meetings. A discussion about this decision was had amongst members.

The meeting asked for the number of annual complaints against the practice to be provided to members, with details. ES said these are collated and sent to NHS England annually and she agreed to provide the most recent information – collated last summer – to the next PPG meeting. **Action: ES to provide details on complaints.**

- **Lift is now fixed. ES message on phone and website till lift is fixed**

Practice update – ES

- The uptake on the flu vaccination had been very good. The practice did a full day session rather than just morning. 1,800 patients were vaccinated against flu and covid.
- In November, Dr Nicola Turner retired and in December, Dr Benjamin Gray and Dr Caroline Norris joined the practice. There is still a vacancy to replace nurse Sharon McKay.
- A new clinical pharmacist has joined the practice, undertaking many of the medication reviews.
- The PCN has given the practice funding for two months until the end of March 2025 for one doctor one morning a week. The practice was hoping to get additional funding to keep this doctor.
- The telephone system is working OK but there are some tweaks to make.
- The practice has tried to recruit a paramedic, but no-one applied.
- The practice is looking at how Total Triage is working at other practices. ES said that on paper the practice has enough doctors compared to other practices, but the demand is such that there are some patients who can't get appointments. Various groups in Rushcliffe are now using Total Triage – a system where patients put in requests for appointments via a form online and these are then triaged by a doctor, with steps in place to support those who aren't computer savvy. ES suggested that if the practice does adopt this system – and it is still early days – the PPG could support any campaign to raise awareness.

Social Prescribing Update – Leanne Hennessey (via email)

The Social Prescribing Hub is going really well. We have lots of sessions coming up including a Climbing Course, Cook and Connect, Yoga and Sound, Menopause Café - please forward the link to the PPG team for their perusal, it would be great to have any of you attend a session with us: www.trybooking.com/uk/eventlist/westbridgfordsocialprescribingcommunityhub

Referrals continue to be consistent. Social Isolation, mental health and carer support seem to be the winter theme for referrals.

Comms update

LD reported that the practice had taken control of the Facebook page and, with support and prompting, was updating reasonably regularly. LD was pleased to see copies of the last newsletter in reception.

The next newsletter, due out in January 2025, would include articles about the new doctors and clinical pharmacist, a calendar of events, a social prescribing update, Rushcliffe Diabetes Support Group update, appeal for new PPG members to make the group more representative and some advice on how and when patients can contact the practice via the NHS app/website. Any other ideas are welcome. **Action: LD and ES to liaise to complete the January newsletter and ensure copies are available in reception, the newsletter is on the website, and it is mentioned on Facebook.**

AOB

JB asked ES to share new details of the Rushcliffe Diabetes Support Group. Action: **ES to update details of Rushcliffe Diabetes Support Group.**

Experiences:

A couple of members, LD and JB had experienced very positive interactions with the surgery in recent times. One member recounted a much less positive experience which resulted in a formal complaint. A discussion was had about the complaints procedure.

ES also highlighted some positives – abandoned calls had fallen from 30% to 11%. As an example, the practice had received 330 calls on the day of the meeting and only 7 had been missed. The practice now has seven GPs – six full-time and one part-time. It was recognised that there was an issue around patients not getting appointments and avenues were being explored to improve the situation.

LD asked why it wasn't always possible to contact the practice with admin queries via the NHS App and ES explained that the [AccuRx] service was no longer in use and SystemOnline accessible by the website but not yet integrated into the NHS App, is switched off by the practice at 4pm so that patients weren't left waiting for answers and the service was limited to about 20 messages a day. It is completely shut down when there is no-one available to answer requests.

April 2025 meeting agenda items

Focus topic: Total Triage.

Other 2025 future topics:

- Discuss practice vision work arising from QPDM
- Discuss role of PPG and how that supports delivery of the practice vision

Agreed actions and close 6.30pm –

Summary of actions:

DB to attend digital champions event on 4th Feb.

LD to ask ES to upload October minutes to the website.

LD to invite Belinda Collett to the next meeting.

ES to provide details on complaints to the practice.

LD and ES to liaise to complete the January newsletter and ensure copies are available in reception, the newsletter is on the website, and it is mentioned on Facebook.

ES to update details of Rushcliffe Diabetes Support Group.

PM to analyse latest FFT data and feedback at April PPG meeting

PM to give details of date and venue for the next [Future of Health in Rushcliffe | RushcliffeHealth](#) event

Next meeting 1st April 2025, 5-6.30pm Blended meeting both in person and on Google Meet if required – Action all: if attending virtually please let Paul know in advance.