

**Minutes for PPG Meeting  
7pm, Tuesday 26<sup>th</sup> July 2022  
Plas Meddyg Surgery**

**1. Minutes of last meeting**

24th May 2022 – approved.

**2. Apologies**

Ann Watson  
Jenny Phillips  
Susanne Walsh

**3. Attended**

James Green (JG)  
Mark Burgess (MB)  
Mike Tindall (MT) (Chair)  
Muriel Simmons (MS)  
Sandra Gilliard (SG)

**4. Matters Arising**

Nothing of note, other than the telephone system which has been installed and is now embedded.

**5. Plas Meddyg Brief - Mark**

MB provided the following:

**a. Surgery News**

- Dr Wright will be officially leaving us on 03/08/2022, however he has been persuaded to do some locum sessions for us for the next couple of months so you may still see him about.  
*JG – are there any concerns around continuity of care? MB – no formalised handover other than a few patients with very complex issues but no real concerns.*
- Dr Fraz Chaudhry and Dr Sanji Lalchan will be joining us on 04/08/2022 under Dr Stokes' wing.
- There has been a lot of reception staff illness over the last two weeks and that combined with annual leave has meant they have been stretched.

*The committee briefly debated whether any mitigating measures could be put in place to prevent lone receptionist working during sickness e.g. extra staff, volunteers, using email.*

**b. Telephone system**

We had our new telephone system installed on 27/06/2022. Lots of features including highlighting how many incoming calls we do get – 450 on two recent Mondays so that will help us plan staffing levels.

**c. Covid-19 Booster vaccinations**

- Groups: 50+, 5-49 in clinical risk group including pregnant women, 5-49 who are household contacts of people with immunosuppression, 16-49 who are carers, care home residents and staff, frontline health and social care workers.
- Yet to be announced when and how eligible groups will be able to get their autumn boosters.

- Likely to be at Plas Meddyg rather than at our PCN-designated site Bursted Wood Surgery.
- Expect it will be our Nurses vaccinating the housebounds.

#### **d. Flu vaccinations**

- 65+. Half delivered w/c 26/09, other half w/c 17/10
- Housebounds. Expecting them to be given by District Nurses as per previous years. They use our stock but don't usually get going until end October, November.
- 2-3 year olds will be done at the surgery when receive nasal flu stocks.
- School-aged children that are eligible (more ages this season than last) are given in school.
- Under 65 in a clinical risk group, pregnant women and frontline healthcare workers. Delivery expected early-mid October.
- 50-64s not in a clinical risk group. This has been on-off-on so we are now ordering supplies. Likely to be after the at-risk groups.
- Hopefully, some flu vaccinations can be given at the same time as Covid-19 autumn boosters but will depend on what stocks are available and when!

#### **e. Patient Survey**

Results just circulated and some details attached. All practices have to produce a plan to improve the results and I am aiming to bring this to the next meeting for the PPG to consider/debate. (See below)

#### **f. Extended Access**

- Planning is well under way on this within our PCN. The CCG (or ICB as it is now known) has been gauging what patients would like but unfortunately this has only recently begun so it may not influence the service as much as we would all have liked.
- It looks like our PCN, "APL Bexley PCN" will open on Saturdays on a rotational basis so, for example, Plas one week, then Albion, then Bursted, Lyndhurst, then back to Plas etc. Patients from all our PCN's practices will be seen on each Saturday, however we will be trying to share out the appointment slots based on our respective list sizes, so, Albion as having approximately 50% of the PCN's patients will have 50% of the slots initially allocated to them. If there are unbooked appointments nearing the clinic date then these slots will be opened up to the other practices.
- Likely to be Saturdays 9am – 5pm with a doctor, nurse and reception staff. Individual practices will continue with their current extended (before 8am and after 6.30pm) weekday hours which counts towards the 36 hours that we are paid to provide as extended access hours – 1 hour/week/1000 patients.
- Requires an enhanced clinical system and multiple data sharing agreements so that consultations can be recorded straight into patient records regardless of which practice they are registered with. Bexley have purchased this and I am on the implementation group.

MT- how has it been decided what the set-up will be for the PCN? MB – clinical directors have discussed and come up with the above plan.

There was some concern this would stretch Plas resources further but MB thought 2 receptionists per month should be workable. MT commented the system of phoning at 8am to be triaged for a duty doctor works very well.

JG – what will the process be to book on a Saturday? MB – the usual, phone or book into slots.

## **6. Patient Engagement**

Delay due to some "technical" communication hitches. MS sent a draft letter to MT for covering words for the survey. MT confirmed this was ok.

**ACTION: MT to forward words for covering letter to MB; JG to send MB the survey link. MB to email James Green for the Google survey form. Survey to be sent first week in September to allow for school holidays and annual leave during August.**

**7. Update on G P Practice Survey - Mark**

As covered in item 5f. CCG (Clinical Commissioning Group, now the ICP – Integrated Care Partnership) asked Plas to send out a survey to patients to see what they would like for extended access. The survey was sent quite late so it was doubted if many responses would be considered for the initial set up of the service. PCN (Primary Care Network) is pushing for appointments on a Saturday morning.

**8. PPG discussion and the future.**

Patient Engagement work to continue. Survey to be sent to 50 patients from each age band.

**9. AOB**

- a. MT – Leanne Midwinter was asked by Mr Downs if they could join the PPG directly. There is no waiting list and no-one else has come forward to join the Committee rather than the virtual members.

**ACTION: MT to write to and meet Mr Downs.**

**10. Date of next meeting**

Tuesday 20th September 2022, 7pm.

# Patient Survey



Practice report (July 2022 publication)  
Practices in England  
Note: results for the survey are weighted

Practice report (July 2022 publication)  
Contains data collected from 10 Jan - 11 April 2022  
Practices in England  
Note: results for the survey are weighted  
Information on the weighting can be found at <http://www.gp-patient.co.uk/weighting/>

			Overall, how would you describe your experience of your GP practice?																	
			Response rate			Asked of all patients					Percentage calculations include all responses to the question							95% confidence interval		
PCN Name	Practice Code	Practice Name	Total survey items distributed	Total completed items received	Response rate (%)	Overall experience of GP practice - Total responses	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Overall experience of GP practice - Total responses	% Very good	% Fairly good	% Neither good nor poor	% Fairly poor	% Very poor	% Good	95% confidence interval	
																			Lower limit	Upper limit
	G83024	INGLETON AVENUE SURGERY	501	189	38%	57	45	9	2	1	0	57	78%	16%	3%	2%	0%	94%	89%	97%
APL BEXLEY PCN	G83049	LYNHURST ROAD MEDICAL CENTRE	256	109	41%	120	55	46	14	4	0	120	46%	38%	12%	4%	0%	84%	75%	91%
CLOCKTOWER PCN	G83069	BELLEGROVE SURGERY	299	106	35%	140	58	55	11	13	2	140	42%	40%	8%	9%	2%	81%	70%	89%
FROGNAL PCN	G83047	STATION ROAD SURGERY	299	100	33%	118	42	48	17	4	8	118	35%	40%	14%	3%	7%	76%	65%	84%
APL BEXLEY PCN	G83029	PLAS MEDDYG SURGERY	277	110	40%	85	33	30	14	6	1	85	39%	35%	16%	8%	2%	75%	64%	83%
NORTH BEXLEY PCN	G83053	BEXLEY MEDICAL GROUP	363	110	30%	212	75	80	33	18	7	212	35%	38%	15%	8%	3%	73%	61%	82%
APL BEXLEY PCN	G83066	THE ALBION SURGERY	315	124	39%	175	61	65	30	10	9	175	35%	37%	17%	6%	5%	72%	61%	81%
FROGNAL PCN	G83057	WOODLANDS SURGERY	325	121	37%	125	46	43	19	7	9	125	37%	35%	15%	6%	7%	72%	61%	80%
APL BEXLEY PCN	G83046	BURSTED WOOD SURGERY	285	91	32%	63	16	30	9	8	1	63	25%	47%	14%	12%	2%	71%	58%	82%
NORTH BEXLEY PCN	G83062	SLADE GREEN MEDICAL CTR.	468	99	21%	102	29	39	20	8	6	102	28%	38%	20%	8%	6%	66%	54%	76%
NORTH BEXLEY PCN	G83058	LAKESIDE MEDICAL	413	122	30%	179	53	61	41	12	11	179	30%	34%	23%	7%	6%	64%	53%	74%
FROGNAL PCN	G83004	BARNARD MEDICAL GROUP	279	105	38%	171	55	50	31	23	12	171	32%	30%	18%	13%	7%	62%	49%	73%
CLOCKTOWER PCN	G83033	DR DAVIES & PARTNER	299	123	41%	67	16	24	14	10	4	67	24%	35%	21%	14%	6%	59%	48%	69%
NORTH BEXLEY PCN	G83030	RIVERSIDE SURGERY	363	97	27%	92	27	25	21	9	10	92	29%	27%	23%	10%	10%	56%	44%	68%
NORTH BEXLEY PCN	G83042	CRAYFORD TOWN SURGERY	466	108	23%	111	30	32	32	11	5	111	27%	29%	29%	10%	5%	56%	44%	67%
FROGNAL PCN	G83066	SIDCOP MEDICAL CENTRE	383	108	28%	230	51	74	57	25	23	230	22%	32%	25%	11%	10%	54%	42%	66%
NORTH BEXLEY PCN	G83050	NORTHUMBERLAND HEATH MED. CTR.	383	118	31%	160	46	38	27	31	17	160	29%	24%	17%	19%	10%	53%	42%	64%
CLOCKTOWER PCN	G83062	THE WESTWOOD SURGERY	359	100	28%	106	21	35	25	16	10	106	20%	32%	23%	15%	9%	53%	40%	64%
CLOCKTOWER PCN	G83028	BEXLEY GROUP PRACTICE	390	117	30%	142	28	45	27	22	20	142	20%	32%	19%	15%	14%	51%	41%	62%
NORTH BEXLEY PCN	G83052	BELVEDERE MEDICAL CENTRE	469	131	28%	196	32	66	61	17	19	196	16%	34%	31%	8%	10%	50%	39%	61%
CLOCKTOWER PCN	G83025	WELLING MEDICAL PRACTICE	332	115	35%	137	15	38	37	28	19	137	11%	28%	27%	21%	14%	38%	27%	50%