**PPG MEETING 31ST AUGUST 21**

Notes from Gillian Tobin - Practice Manager, with additional information by myself (Colin B), covering the last 20 + months.

**Staff changes:**

Gillian updated the group with regard to staff changes, leavers and new staff.

Gillian was proud to announce that Dr Goodman has the new title of Professor Goodman

Website:

Being revamped to make it more user friendly. This has led to the website being investigated by Gillian to ensure that it is fully updated and appropriate for current needs and services.

Hidden Hero Award: Gillian felt that the additional efforts of Mountwood staff during the worst of the Covid pandemic should be recognised and having read an article on the subject put the Practice forward and following lengthy scrutiny Mountwood Surgery was given the Hidden Hero Award – which now proudly sits on view in reception.

In Gillian’s own words: -

‘This award is for the whole Mountwood Team who have worked tirelessly together to keep the practice going and continue to deal with the daily changes and challenges. Sabby asked me to do some sort of presentation for today, I don’t think a PowerPoint presentation is needed, if you look around you can see that Mountwood Surgery is not what it was pre-covid. We have fewer chairs in the waiting room; our health promotion room is now an overflow waiting room rather than a place for our volunteers to assist patients with non- health matters. Clear signage is located around the practice directing patients and offering clear instructions to wear your mask to cover both mouth and nose, to observe social distancing and the one-way system. Red, Green and Amber areas were clearly thought out and after risk assessments, these areas were put in place. Perspex screens were purchased and installed to protect our patients and staff. Toys were put away and curtains were taken down in clinical rooms. Wipe downs happen regularly not only within the clinical rooms between patients but also in the public and shared working areas. Remote working was set up for the staff that had to self-isolate or whom were shielding. PPE was ordered and our many of our staff sourced the wipes etc: which were difficult to buy due to the panic buyers and overall shortage of such supplies. Scrubs were donated by a local lady and we are truly grateful for her support. A couple who had to shield during lockdown offered their car and would pay insurance if one of our staff could use it rather than travel on local transport, the pandemic touched people and many tried to help wherever they could.

We were lucky we had implemented the online access forms prior to Covid, our patients and staff were familiar with the new way of contacting their GP surgery and for those who were not, our dedicated reception team walked them through the process and assisted the patients who simply could not use the system. We had fantastic feedback about how safe and well run our flu clinics were last year and we had help from our PPG Chair who directed patients outside the building, we achieved our highest uptake despite the pandemic.

Our doors have remained open throughout lockdown, our GPs and nurses have worked so hard to try and keep some kind of normality throughout this awful pandemic. Leadership has shined through with the partners and salaried GPs directing the clinical changes, Lisa our reception team leader supporting her team and directing them every inch of the way, Shona our Nurse Practitioner and Gail our Practice nurse led the nursing team to continue the essential services such as cervical screening, child vaccinations and wound care to name a few. We have dealt with staff retiring/leaving during lockdown and recruiting/ training new staff during strange working times – our new staff have settled into the team very well and feel very supported as staff that had left have been willing to return to help train our new employees. Our admin team have been working in the background dealing with other issues such as the daily situation reporting to NHSE and the CCG, safety netting the patients whose referrals have been put on hold. Liaising with patients who need blood tests for safety netting and for general enquiries. Our cleaners have had to adhere to different working conditions in uncertain times. Our reception and admin team have been most recently supporting the confederation with the Covid vaccination invites. A huge percentage of our patients have sent us fabulous messages of thanks and support along with chocolates, biscuits and cakes which is always appreciated and lifts morale. Our family and friends’ surveys are almost always100%. These are the patients who have accessed our services in the previous month. I know the partners and I feel so very proud of you all and we cannot think of a more deserving team to receive this award – you are the hidden heroes. Congratulations to everyone and thank you to Dene Healthcare for giving us the chance to nominate our team and for creating this award.

From the PPG – thank you Gillian for your initiative in putting Mountwood forward – I think that your presentation at Tuesday’s meeting did a lot to put fact in front of rumours. We would like to ‘do our bit’ to help patients and staff of Mountwood.

Statistics Friends and Family: from last September to end of August, 1372 ratings. Note – the meaning behind the numbers being 1 - Extremely likely to recommend, 2 – Likely to recommend, 3 – Neither likely or unlikely, 4 – Unlikely, 5 – Extremely unlikely, 6 – No comment. 7 – Did not leave a rating. Based on the above this means that ignoring those 10 no comments and 13 people who did not insert a number in their response, the results allowing for rounding to two decimal places transpose as: -

Extremely likely = 74.80%

Likely = 16.90%

Neither likely or unlikely = 4.60%

Unlikely = 1.78%

Extremely unlikely = 1.93%

It is impossible to guess what the people who did not leave a rating would have scored but there was only one negative comment so I am happy to suggest that the vast majority would have been a 1. N.B. whilst the way that the independent poll of our patients (Mori?) had different classifications - the above results are so much better – possibly because a lot of the above scores were given more recently, whereas the Mori figures are now up to six months old. The other pleasing aspect was that 27 people working at some stage at Mountwood received a top score of 1, plus both online triage and 111 received a number 1!

Flu Clinics: Provisionally,18th September and 2nd October – 08.00 to 12.00 hours am session and 13.30 to 16.30 pm session, hopefully assisted by volunteers from PPG to help with outside and inside duties would be greatly appreciated by the Practice. Would those who attended the PPG meeting Tuesday and others who receive Minutes of said meeting please confirm to me your availability asap and if car parking is required your car registration number, as Mountwood has organised the front row of the Mount Vernon car park opposite the surgery to be available to staff & volunteers to maximise the availability and manoeuvrability within the top car park.

The Duties are: -

Manning the top car park and encourage patients to park nearer the surgery end of the car park and to look out for a car that parks and no one gets out in a hurry as they may have arrived 15-20 minutes early and are waiting for their appointment time whereas you should check and/or be told if there is available capacity and get the patients inside ahead of schedule – patients love that! The bottom car park is for the use of patients with invalidity problems and those unable to be moved from their/carers vehicles and they will receive their vaccination in the car park – this requires manning to stop patients/carers trying to take advantage of a blue badge to park on the day rather than the patient being dropped off to make access easier and the car taken to car park. Note a wheel chair will be made available to borrow and/or the person manning the car park can assist wheeling the patient into the surgery. Volunteer(s) inside are there to show patients to their seats in some form of order i.e., first to arrive in front row etc. and to ensure that they are able to take of outer garments and/or provide assistance such as there is no delay at the nurses ‘jabbing station’. The exception being any patient seemed to have been given a coloured cardboard tea plate and these patients need to be taken to one of two locations outside doctors’ rooms where they will be seen by a doctor in order of arrival (please explain that to all patients) and inform patients that the doctor wants to speak to them as they have not been seen for a while. Depending on the mixture of patients and doctors, please keep an eye on which is likely to be the quickest area to take them – a few might insist on seeing a particular doctor but this is not possible as appointments are purely to catch up with routine issues such as BP or medication monitoring, also pneumonia and shingles if due.