

**HOWDEN MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**WEDNESDAY 1<sup>ST</sup> MAY 2024**

**MINUTES**

**In Attendance:**

Dr D Rose – GP Partner  
Joanne Jennison – Practice Manager  
Christine Shearer  
Anne Bell  
Valerie Ellerington  
Robert Pickersgill  
Susan Glass  
Sarah Boggitt  
Irene Dance  
Shirley Stanley

**Apologies:**

Dr R Harrison – GP Partner  
Wilfred Bahadur  
Terence Harford  
Victoria Townsley

**1. APOLOGIES**

Apologies were received as above.

**2. MINUTES OF THE LAST MEETING**

Accepted as a true record of the meeting.

**3. MEMBERS**

The group has a new member who can't be at this meeting, Victoria Townsley. We have also lost a member Julia Dyson.

**4. PRACTICE UPDATE**

**4.1 Practice Staffing**

Sally Besch, Practice Nurse retires this week. One of our HCAs, Natalia, has just qualified as a Nurse and will be taking over our vacant Nurse position as soon as her PIN comes through but Nurse Fenella will be taking over Sallys Respiratory patients. Dr Pons has left the practice this week to move abroad. Dr Idahosa joined the practice this week as a permanent GP after working here as a Registrar for the past year. We still have one GP Vacancy which will be filled in August by Dr Silva who was a Registrar with us previously and is coming back when he qualifies in August as a permanent GP.

**4.2 PCN**

We will soon have three days a week of MSK (Musculoskeletal) Practitioner at the practice and now have Helen the Pharmacist from Pinfold Pharmacy working in

the practice two days a week, this will allow us to reduce our contract for the virtual Pharmacists working from home.

#### **4.3** COVID Vaccine Spring Booster

This time we have planned all our clinics in advance and put them all out to book through May. Inviting as we receive the vaccines as we have to for the winter vaccines with a larger patient cohort is very time consuming so we are doing smaller numbers each week through May and hope the vaccine delivery arrives, if it doesn't we then have less people to contact to rebook. The clinics are nearly full.

#### **4.4** North Howden Development

Joanne tabled the developers plan for the North Howden Development and the location of the proposed new surgery building which will be positioned in the middle of Howden. Work will be starting soon on calculating the size and makeup of the building based initially on expected patient population and capacity required for PCN staff and other organisations who it would be useful to have in the building. We will work closely with the ICB, District Valuer who determines the rent reimbursement for the property and the Developer to ensure the building costs and subsequent rent are covered by the rental reimbursement we receive.

#### **4.5** Building Capacity

The practice building is almost operating at full capacity with only two days with one room still available. We have started exploring the option of having modular consult room buildings put on the car park to increase capacity. This has been done at other practices and has been approved. This would initially give us room to have more Registrars at the practice, increasing our appointment availability, but by how much depends on their year of study. With a view to then providing capacity of increasing numbers in our own staffing.

#### **4.6** New Phones

A new phone system will be installed in the coming months. Phone systems now have to be contracted through central services, they have a list of approved providers who have to provide a service to a set national criteria. When this system goes in we will review all out messaging and set up and will be opening our phone lines from 8am. When we have a date for installation we will start to advertise this. Sarah Boggitt offered to help advertise this – Joanne will send her the information when known.

#### **4.7** Staff Health and Wellbeing

Staff Health and Wellbeing questionnaires have been undertaken a couple of times through the year with some changes made. We are currently looking at changing the staff side of the reception desk to get desks to allow staff to be sat at reception in proper chairs. We also an employee assistance programme with 24/7 access for staff to a wide range of resources and help eg. Counselling, stress management, financial issues, legal issues, etc, this is also available to family members residing at their home.

#### **4.8** Access

Joanne confirmed the PCN as a whole has achieved all the access requirements for last financial year and are well on track to achieve them for this year also. The practice was one of the higher achievers in our PCN and our PCN was the highest achieving PCN on appointment targets in East Riding area. Part of the targets for

the next year will include data taken from our new phone system.

#### **4.9** GP Contract 24-25

There are not many changes in the GP Contract for the coming year apart from an increase in targets. A big issue with the contract is the lack of funding increase which has been a year in year problem with a small increment not taking into account large increases in costs as well as the minimum wage increase. As a business who cannot increase profits with fixed income streams it is getting very close to the bone financially with many practices across the country not being able to continue. This is again another year where the contract has been imposed, not the result of negotiation. The BMA are currently looking at industrial action for GPs.

#### **4.10** Figures

Joanne provided nationally provided figures on appointment availability and achievement. Appointment figures provided showed the ongoing month by month appointments provided at each practice within the PCN. When looking at the appointments per 1000 patients across practices Howden and Gilberdyke practices can be seen to be the highest achieving with Howden providing approx. 200 appointments per 1000 patients above that of the next practice. This data cannot be shared outside of the meeting.

Joanne also provided a print out of the practice banding within our ICB which encompasses 978 practices. Of those practices only 69 are in the higher achieving practice bracket, one of which is Howden Medical Centre.

Joanne also provided information on average number of phone calls per day, pathology results dealt with and number of clinical letters dealt with which can be seen below. Number of prescriptions produced cannot currently be provided.

Current Average Phone Calls Per Day : INBOUND 253    OUTBOUND 211

Number of pathology Results Dealt With in April 2024 – 2665

Average Number of Clinical Letters Received Per Day - 120

#### **4.11** Pharmacy Services

Services which Pharmacies are now commissioned to provide where discussed. These include minor ailments, emergency medication supplies, Pharmacy First and Oral Contraceptive Services. We are tracked on our referrals/navigating to these services to ensure we are sending patients there to relieve pressure on our services. There is also the Urgent Treatment Centre which patients can access. Joanne aims to pull together information on what can be accessed at all these services to try and make it clearer for patients.

### **5. SECONDARY CARE UPDATE**

Robert Pickersgill provided an update from North Lincolnshire and Goole Hospitals, some of which is not to be shared outside of the meeting.

Cuts across spending were discussed including savings to be made by ICBs.

Robert tabled and discussed NLAG Emergency Treatment Waiting Time as at Feb 2024, a copy of which will be sent out with the minutes.

Robert also tabled and discussed information regarding the number of people leaving the workforce due to long term sickness and how this has risen along with suggestions from Chancellor Jeremy Hunt regarding reforms including stricter fit-to-work tests and jobseeker support. A copy will be sent out with the minutes.

6. **ANY OTHER BUSINESS**

There was no further business.

7. **NEXT MEETING**

A date for the next meeting will be sent out in due course.