

08-13 Meeting: ARTP Spirometry, Appointment Management, PCN Structure

Minutes of Meeting (MoM)

****Meeting Title:**Partners Meeting**
****Date:**13/08/2025**
****Present:**Dr. Farook, Yvonne Bell, Ben Howard, Monique Keersmaekers**

1. Agenda Overview

- 1. ARTP Spirometry Course Requirements
 - 2. Appointment and Rota Adjustments
 - 3. Reception Task Management
 - 4. Trainee Induction and Feedback
 - 5. PCN Communication, Finance, and Staffing
 - 6. Extended Access and ANP Competency Matrix
 - 7. PCN Structure, Contracts, and Transparency
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2. Discussion Summary

Agenda Item	Discussion Points	Agreed Actions/Outcomes
ARTP Spirometry Course Requirements	The ARTP course is now mandatory for spirometry. There is a waiting list to register. We need to register interest. Payment for spirometry is dependent on	Register interest for staff in ARTP course. Investigate funding options for training. Ensure staff contracts include clawback clauses for funded training.

Agenda Item	Discussion Points	Agreed Actions/Outcomes
	working towards accreditation. Funding options for training were discussed, with deadlines for completion by October 2025.	
Appointment and Rota Adjustments	Shihara requested more review slots and proportional distribution of appointments. Issues with on-the-day vs. routine slots and balancing between clinicians. Black slots (protected review slots) are being booked by others, causing booking issues.	Adjust appointment templates to ensure proportionality. Reinforce that black slots are for doctors only. Monitor and rebalance appointment distribution.
Reception Task Management	Persistent high volume of reception tasks, especially those returned unnecessarily by certain clinicians. Need for clearer ground rules on what requires GP follow-up.	Review and clarify task management processes. Communicate expectations to all clinicians, especially trainees. Monitor task volumes and sources.
Trainee Induction and Feedback	Recent induction for new trainees (Mimi and Reginald). Reginald is performing well; Mimi needs support with communication and attention. Rules for annual leave and working hours reiterated.	Continue monitoring and supporting trainees. Reinforce communication standards. Ensure compliance with leave and working hours policies.
PCN Communication, Finance, and Staffing	PCN communication has been poor; lack of transparency in finance, recruitment, and staff roles. New PCN manager (Paul) introduced, with a focus on improving operational processes, reporting, and transparency. Issues with decision-making and board member clarity.	PCN manager to establish regular financial and operational reporting. Develop RACI matrix for decision-making. Improve communication and transparency across practices.

Agenda Item	Discussion Points	Agreed Actions/Outcomes
Extended Access and ANP Competency Matrix	Ongoing issues with ANP skill matrix and booking, leading to complaints and cancelled appointments. Moorcroft practice dominates extended access bookings. Lack of clarity on ANP competencies and annual review responsibilities.	Update and circulate accurate ANP competency matrix. Clarify roles and booking processes. Address imbalance in extended access bookings.
PCN Structure, Contracts, and Transparency	Confusion over PCN staff roles, contracts, working patterns, and lead practice arrangements. Need for updated org chart and clarity on employment terms. Concerns about perceived bias due to concentration of PCN leadership at Potteries.	Create and share updated PCN org chart. Standardise contracts and clarify working patterns. Draft new network agreement for 2025. Ensure checks and balances in decision-making.

3. Action Log

Action	Owner	Due Date	Status
Register interest for ARTP course for relevant staff	Ben Howard	-	Open
Investigate training funding options and deadlines	Yvonne Bell	-	Open
Update staff contracts with training clawback clauses	Ben Howard	-	Open
Adjust appointment templates and rebalance slots	Ben Howard	-	Open
Reinforce black slot booking rules with reception	Ben Howard	-	Open
Review and clarify reception task management	Ben Howard	-	Open

Action	Owner	Due Date	Status
Communicate expectations to clinicians/trainees	Dr. Farook	-	Open
Monitor trainee performance and support	all clinicians	-	Open
Establish regular PCN financial reporting	Paul Burslem	-	Open
Develop and implement RACI matrix	Paul Burslem	-	Open
Update and circulate ANP competency matrix	Paul Burslem	-	Open
Address extended access booking imbalance	Paul Burslem	-	Open
Create and share updated PCN org chart	Paul Burslem	-	Open
Standardise contracts and clarify working patterns	Paul Burslem	-	Open
Draft new network agreement for 2025	Paul Burslem	-	Open

4. Key Risks or Issues Raised

Risk/Issue	Owner	Mitigation/Next Steps	Status
Delay in ARTP course registration and accreditation	Ben Howard	Register interest, monitor invitations, seek alternative training options	Open
Imbalance and confusion in appointment distribution	Ben Howard	Adjust templates, monitor booking, reinforce rules	Open
High volume of unnecessary reception tasks	Ben Howard	Clarify ground rules, communicate with clinicians, monitor sources	Open

Risk/Issue	Owner	Mitigation/Next Steps	Status
Poor communication and lack of transparency from PCN	Paul Burslem	Implement regular reporting, improve communication channels	Open
Extended access booking dominated by Moorcroft	Paul Burslem	Review booking processes, ensure fair distribution	Open
Lack of clarity on ANP competencies and responsibilities	Paul Burslem	Update and circulate matrix, clarify roles	Open
Perceived bias due to PCN leadership concentration	Paul Burslem	Establish checks and balances, communicate independence	Open

5. Decisions Made

Decision	Owner	Date Required	Outcome
Register staff interest for ARTP course	Ben Howard	-	Agreed
Update contracts with training clawback clauses	Ben Howard	-	Agreed
Adjust appointment templates for proportionality	Ben Howard	-	Agreed
Reinforce black slot booking rules	Ben Howard	-	Agreed
Develop regular PCN financial and operational reporting	Paul Burslem	-	Agreed
Create updated PCN org chart and clarify roles	Paul Burslem	-	Agreed
Draft new network agreement for 2025	Paul Burslem	-	Agreed

How this meeting could be improved

- **[RED]** The meeting covered a wide range of topics, but several discussions were lengthy and lacked clear structure, leading to repetition and some confusion. Future meetings could benefit from a more focused agenda, time management for each item, and clearer summarisation of decisions and actions. Circulating the agenda and relevant documents in advance would help participants prepare and keep discussions concise. Assigning a dedicated note-taker and chair to guide the meeting would also improve efficiency.
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Possible agenda for next meeting

- **[BLUE]**
 1. Progress update on ARTP course registrations and training funding
 2. Review of appointment template adjustments and black slot usage
 3. Reception task management: outcomes and next steps
 4. Trainee performance and communication feedback
 5. PCN financial report and transparency update
 6. Extended access and ANP competency matrix review
 7. Update on PCN org chart, contracts, and network agreement
 8. Any other business
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