

PPG Meeting – Hadwen Health – 28th April 2022

1. Attendees: Millie Barnes, Mr Ian Robertson, Dr Chris Hewer, Councillor Andrew Gravells, Terry Mechan, Keith Charsley, Cheryl Charsley, Emma Mawby.
2. Previous minutes: approved.
3. Update by Chair:
 - a. Walking Group has attracted five experienced walkers/leaders. Millie will hold first get-together of leaders group on Tuesday 3rd May. This will be run by patients, for patients. Start date for the group tbc.
 - b. Healthy Lifestyles Group had a meeting on Monday 18th April to recap existing programs the Practice offers. Need to ensure that any patient led initiatives are complementary to this, and that practice staff offer the information out. The Practice focus is to embed key elements around health, nutrition, and exercise in the first six weeks and then encourage making these regular behaviours.
 - c. The 'Get the most out of your Practice e-mail' was found to be useful, and it was suggested this be repeated on a regular basis. Ian to decide timings of these reminders.
4. Practice Update:
 - a. Admin Team have recently been hit by the pandemic, which has then impacted patient services hard.
 - b. A new GP and Nurse Practitioner have started. Another Nurse Practitioner begins w/c 2nd May. New Pharmacist (working more hours too) arrives in June.
 - c. Practice is still involved with Rosebank Covid vaccination programs for 5-11 year olds and over-75s.
 - d. The getubetter app is now available online for patients who want additional help with musculoskeletal injuries and conditions. It uses patient pain info to assess and diagnose, and then gives exercises and monitors progress. If the patient condition doesn't improve it will provide further support or refer back to GP.
 - e. Practice is investigating app/phone/online booking for patients around regular check-ups. GP would send patient a link which they can then use to book appointment. There is a phone follow-up if the link is not used. Andrew then asked what % uptake on offers of screening on the Over-40s Health Check was. Ian said they did not have that data, but that if people needed

screening then medication/prescription repeats would be made dependent on coming into the Practice to enable the checks to be made.

- f. KiActive Project test has been launched, led by the CCG. This allows patient data to be gathered by wristwatch device, allowing tailored health support to be provided. Update will be provided when we have one.

5. Any Other Business:

- a. Discussion around number of GPs per practice.

Currently Hadwen has 18,800 patients and expects around 4,000 more by four years time due to house building in the area. Recruiting and retaining GPs is incredibly challenging – currently 37 GP practices across Gloucestershire are attempting to recruit.

Full-Time GPs at the Practice work eight patient-facing sessions per week. Two locums are providing some cover for GPs on maternity, and even when they are fully back the Practice will be two GPs short. The ongoing challenge around GP numbers is leading to consideration of recruiting and developing more Nurse Practitioners. Critically, the way patients treat members of staff directly impacts retention. GPs, Nurse Practitioners, and Admin Team members all choose where they wish to work based on a wide variety of factors – the way they are treated by patients is one of those.

Currently urgent patients are seen same-day or next-day. Routine appointments will be booked in within the next four weeks. Every patient is offered face-to-face or phone option.

Key measures for the Practice to assess impact include patient satisfaction/dissatisfaction levels and Care Quality Commission reviews.

- b. Chair asked all PPG members to review the terms of reference at <https://hadwenhealth.co.uk/practice-information/patient-participation-group/>
