

Hadwen Health – PPG Minutes

4th November 2021

Attendees	
Sam Dunn	Chair
Ian Robertson	Management Partner
Jo Robyns-Landricome	
Diane Howitt	
Chris Rogers	
Gillian Bliss-Thomas	
Millie Barnes	
Suzanne Donnelly	
Cheryl Charsley	
Emma Mawby	Minutes

Agenda Item	Actions
<p>1. Welcome and Update</p> <p>Chair emphasised challenging impact of pandemic on the surgery, and the role of the PPG group to act as critical friends supporting both patient needs and the work of the Hadwen team.</p> <p>Chair announced that they are standing down. Anyone wishing to do this role to let Sam/Ian know. On behalf of the PPG we thank Sam for her great work as Chair, especially through the extremely challenging time of the pandemic.</p> <p>Chair to send out information on this job role to all, including scope, time required, and frequency of meetings needed. Through winter Zoom will continue to be preferred method with some face to face reintroduced as situation allows in 2022.</p> <p>Ian stated he that as Management Partner he is available at all times and that specific e-mails on metrics can be raised direct with him by members of the PPG. He will separately respond to the specific set of questions e-mailed in before the meeting.</p>	<p>All PPG members</p> <p>Sam</p> <p>Ian</p>
<p>2. Minutes from last meeting</p> <p>No minutes were made at last meeting.</p>	
<p>3. Practice & PCN (Primary Care Network) update.</p> <p>Covid: booster programme continues, and vaccination for 12 to 15 year olds now available at walk-in clinics.</p> <p>Flu: vaccine deliveries were delayed by two weeks and then also cut by thirty percent. This meant flu</p>	

and Covid vaccines could not be given to patients at the same time in one appointment.

Pneumonia: vaccine now available for over sixty five year olds. Single dose gives lifetime cover.

General patient demand:

- Hadwen facing very high patient demand already, and this looks set to continue throughout the winter.
- Staff facing increasingly rude patients which is taking a further toll on morale.
- Reception/waiting areas are open as usual.

Recognition: Tara Hunt has received a Gloucestershire Trainer of the Year Award.

Responses to questions in meeting from Millie:

- Patient demands currently running at +30% vs previous years.
- More patients now being seen face to face than via phone consultations.
- Routine appointments at between three and four weeks wait time. Urgent appointments can be same day.
- Ian stated he would e-mail PPG team with relevant data/stats.
- Millie asked how PPG could help. Jo said the team is overwhelmed currently so would come back on this.
- Millie and Ian to connect on linking into Social Prescribers to see how PPG can help. Emma to attend meeting if available. Both Millie and Gillian mentioned need for weight management programmes at the surgery. Ian responded that they had been trialled but were not delivering sufficient results/payback and suggested this be included in the meeting with the Social Prescribers.

Ian

Jo

Millie/Ian

Ian

Responses to questions in meeting from Diane:

- Minor operations which could be done at the surgery during the pandemic stretched out to a total of sixty. These are now all done. All new operations will be scheduled in as usual.
- Ian said he would double check why Diane had still not heard about hers.

Ian

Ian

Response to question in meeting from Gillian:

- Ian to check on wait time between hospitals recommending a prescription item and the GP prescribing it, and see if anything is outstanding.

Response to question in meeting from Cheryl:

- Blood bottle shortage continues. Ten weeks already and no end in sight from suppliers. Only urgent bloods being done until supply improves.

Response to question in meeting from Diane:

- Routine health checks continue to be done with non-urgent bloods to come later when bottle shortage over.

Response to question in meeting from Millie:

- New answer-phone message is now live. Female voice. Simpler choices.
- The e-mail contact system is being used by some patients.