

Hadwen Health – PPG

27 May 2021 – 18:30-19:50

Attendees	
Sam Dunn	Chair
Ian Robertson	Management Partner
Dr Chris Hewer	
Jo Robyns-Landricome	
Milli Barnes	Minutes
Terry Mechan	
Deborah Ssenabulya	
Gillian Bliss-Thomas	
Keith Charsley	
Diane Howitt	
Chris Rogers	

Apologies	
Andrew Gravells	Emma Mawby
Cheryl Charsley	

Agenda Item	Actions
1. Welcome Chairman's welcome and new member introduced	
2. Minutes from last minutes Contents of previous minutes agreed by all, no queries. Actions from last meeting <ul style="list-style-type: none">- Intercom issues re cleaning, staff report cleaning is done hourly and dispensers are available for patients use.- Signposting for wheelchair users was raised and has now been resolved.- Telephone wait time, two hours wait when a specific time had been given. Staff report that telephone are not time specific and are in am or pm clinic times.- e-Consult has been reasonably successful .- Test results- Millie has written an article for a patient newsletter regarding how patients can access their medical records and results online or on the NHS App. Sam will put together the newsletter for staff and when approved a link can be sent out by text to patients. This should save patients ringing in for blood results.	

3. Chairman's update

- Sam attended the Gloucestershire PPG and vaccination update given. The BAME community had focused advice to Barton and Tredworth areas.
- Terry mentioned the late call up on Easter Sat which had a poor take up overall. It was a walk in pilot clinic and staff made the best efforts to get vaccinations taken up. Staff had a lot of criticism over the service and they worked so hard to roll out the vaccinations.
- Some members felt Cheltenham was promoted on the radio much more than Gloucester

4. Practice & PCN (Primary Care Network) update.

Staffing Update:

- Dr Haynes retires at the end of Sept. Dr Whittam currently absent and also likely to retire in the near future.
- Three GPs recruited: Dr. Tiff Vracas, Dr. Charlotte (Lottie) Hunt and Dr Caroline Hindley. One more GP to hopefully be recruited and HCA Laura Starkey is new.
- All blood tests are taken at the practice now.
- Physio has changed to Sarah Green and there are two pharmacists in the team. The care co-ordinator is doing the admin for the vaccination program. Five patient advisors started in the last six months, three are permanent staff members, the other two are maternity cover.

Vaccination Programme:

- The vaccination program has been a huge drain on resources. 2,000 more vaccinations to do.
- The practice has 18,500 patients.
- Vaccination programme: 12,933 first doses and 9,570 2nd doses given (as at 6 Jul 21).

Staff Abuse:

The level of abuse that the practice receives is very draining on staff and morale. It's a small number but it has a big effect on staff. The practice is considering recording phone calls to collect the evidence of abusive language. To remove one patient from a practice it takes two days' work to ensure the correct process is followed. One patient has been removed this year.

- Social media produces its own issues and negative comments are not helpful when issues should be raised with the practice and not aired in public.
- You-Tube video was shared by the practice (national video) which showed abuse levels that patient advisors had to contend with.
- Google reviews give the incorrect answers to questions raised on a review and answered by a member of the public, which are often untrue and unhelpful to the team. The practice is still catching up with a backlog of work from the previous year.

PPG Support:

- Millie suggested various ways of supporting the staff with having PPG members in the waiting rooms to ensure the patients have shared their up to date phone no for text contacts and know how to access their blood results online.
- Help with rude patients by a face to face meeting to listen to their concerns.
- Positive comments online encourage others to leave positive comments.
- Staff were asked to consider this and come back with suggestions for the PPG.

E-Consult:

2021/06

<p>Millie asked why e-Consult was not available for out of hours currently. Ian explained why this change had been implemented and regret was expressed but we understand the out of hours service is there to meet needs outside the working hours of the practice.</p> <p>Hadwen has its own Facebook page and staff can respond on there where appropriate. The answering machine may improve the situation going forward.</p>	
<p>Patient Interaction:</p> <ul style="list-style-type: none"> - The telephone answering message was discussed and the unnecessary repeat of the messages regarding contacting emergency service. Part of the message is contractual from the CCG, this should be challenged and the message containing the word "genuinely" changed to be more patient friendly. - Terry asked how he can get straight to the person he wishes to speak to rather than having to listen to the messages repeatedly. Staff said they would look at this. Jo & Ian clarified that they do have people ringing the practice when they should be calling an ambulance for life threatening symptoms. - Several members felt that terms of endearment should not be used by staff when speaking to patients ('love', 'darling', 'sweetheart' etc) and find this patronising and inappropriate, and whilst staff defended this suggestion as some patients are comfortable with this, members advised that staff training should ensure patients are addressed by their name. - A member asked about contacting the in house pharmacy staff regarding issues, there is a prescription line to assist with this type of concern. - Terry reported that mental health patients would like a more immediate response, Dr Hewer confirmed staff have an assessment tool which flags up situations that need a urgent response via e-consult and this has improved response times to mental health issues. 	<p>2021/07</p> <p>2021/08</p> <p>2021/09</p>
<p>Newsletter</p> <ul style="list-style-type: none"> - Items were discussed and members asked to submit articles to Sam. - Staff can check Sam's newsletter and compliments received by the Practice are also welcome to be included. 	<p>PPG Members</p>
<p>PPG Terms of Reference & PPG Membership:</p> <ul style="list-style-type: none"> - Sam has brought suggestions of Terms of Reference. - How new people join the group was asked, new people can just walk in currently. Members felt there should be a wider representation of the users of the service. Millie suggested a more targeted approach of having a teenage representative, a user of mental health services, a physically disabled patient and perhaps a user of Mother and baby services. - Sam asked everyone to respond to her regarding their approval or otherwise and then it can be signed off as basis of our work going forward. 	
<p>4. Any other business</p> <ul style="list-style-type: none"> - We discussed the frequency of meeting and two monthly was the preferred option. Ian said Staff do look at these mins and action points are followed up. - Ian shared it was useful to get the patient prospective in a friendly environment. - The ides of every member taking their turn in writing the mins was suggested and approved. - Terry asked about the app Airmid and NHS App, Sam shared that Millie has written an article on this subject. - Patients can give permission for sharing information. Patients should be directed to the NHS App as patients can sign up without refereeing to the practice. - Patients should be informed of the system that will meet their needs best. Targeted text will be looked at again. - Jo suggested she would like the PPG members to help with a patient survey. 	

<ul style="list-style-type: none">- Terry wanted to see an end to the Covid restrictions lifted as soon as possible. Ian & Jo confirmed that government guidance will be followed to the letter. The main door has been opened up.	
<p>AOB</p> <p>The meeting closed at 19.50 hrs. Next meeting TBC End of July</p>	