

PPG Meeting Wed 13th Sept 2023

Apologies: Ian Robertson, Julie Joyner, Gillian Bliss Thomas,

Millie welcomed everyone and shared that both Emma Mawby and Chris Rogers have resigned after many years of service, Millie has thanked them both for their commitment to Hadwen Health PPG.

Welcome to Emma Rowles the Business Operations Manager and Dr Ruth Thompson who is now the MD for the next two years.

Matters Arising:

Emma shared the information from the feedback achieved on the text messages that go out after a consultation at Hadwen. Millie explained that the NHS now take feedback from patients within the last year. 48% response rate was reported by the NHS. Millie asked about the learning from the feedback? Hadwen is one of the better performing practices in Gloucester. Access is big part of the GP Contract this year. Patients complete feedback when they feel strongly about an Issue. 90% of appointments are within the 20 day guideline set by NHS.

200 text messages go out each month going forward, but more targeted, hoping for a better return rate. Hadwen PCN is the best performing in Gloucester.

10% of appointments are beyond that date, but appropriate for the patient. Online appointments was asked about, e-consult is no longer in use.

A newsletter was asked about, a news item on the website could be revisited again to highlight good practice.

The new physio is excellent and has had good feedback on the quality of this service.

We had feedback on the Healthy Workplace with Healthy Lifestyles. The portfolio will end in Sept, the WWW meeting are still in operation.

The Armed Forces Social Prescriber was asked about and Emma will follow up with Ian if up to date training for Hadwen has been sought, Veterans are flagged up on the system and support is available on an individual basis as issues vary a lot. Andrew was responsible for this post in Gloucestershire, which is funded by NHS England. Social Prescribers have the ability to support with all kinds of social issues.

Feedback on the age of consent was discussed, Terry is awaiting a definitive answer on this subject, but the current situation was shared with Claire and Lucy and they are now happy with the way the practice manages this situation. From age of 11 all access is removed from the health records. From 13 years the child is consulted, usually alongside the Parents. A question of transgender was raised, it was explained that psychiatry is involved. How they wish to be addressed is respected.

The question of wound dressing was asked about, district nurses deal with housebound patients but patients can order as needed if its on repeat.

Dr Ruth explained her MD role in the practice, she shared her background and has been at Hadwen for 8 years, she has an interest in frailty.

She is the lead for medical students and they will be back in the practice soon. Looking forward she is developing access with changing targets and a new contract coming out next year. The PPG can support her in the roll of prevention, information evenings. Emma explained her role at Hadwen, she has been at Hadwen for 4 years. She is an all rounder and is involved in many aspects of the business, both leading and supporting others.

Practice Update:

Emma then gave us updates, a Health and Fitness programme has just been completed for 3 cohorts of patients. 60 people has attended and the feedback has been amazing.

These were information and exercise sessions, positive feedback is still coming in, its has been life changing for some patients. Weight loss and reduced B/P and more funding is now being sought to continue. A lot of work at the beginning to identify who would benefit- 700 were contacted initially, as Sport England were funding the criteria was exact. Millie encouraged Hadwen to employ health coaches in the future as they have the skills to educate and change lifestyles.

A recent smear test initiative to bring people in who had not engaged for a few years was very successful with a 80% uptake of those contacted.

CQC had come to look at the data and it was very positive outcome. The covid and flu programme will be out soon on 23rd Sept and 7th Oct and 21st Oct and two Wed evenings. People will be called by text or phone call for the over 80s.

Physio is assessment only and post op physio has a long waiting list. Andrew is a local councillor and chairs the health scrutiny committee for Gloucestershire, he is pleased about the CQQ report for Hadwen. The out of hours service has been rated inadequate by CQC again and again. The community centre is working with Andrew to support older people to access IT and learn to how to use internet to support their lives. Some may not wish to of course. Hadwen staff often help older people to access information. a phone call to older people usually works. Millie attends the PPG network and is looking at a Patient Portal for the Hospital Trusts who are looking at a suitable provider. There are 3 potential companies in the final slot. This is called a PEP - Patient Engagement Portal.

Millie is impressed with the Diabetes information that is now on the website, She suggested Hadwen looks at the Freshwell App which is approved by the NHS. It is designed by 2 GPs. Millie shared feedback from the course she ran last year, she brought along a LifeStyle Club which Hadwen can access and they can share how they can be funded from outside.

Patient information evenings can be promoted by PPG members and this is great way of supporting Hadwen. The sessions are on Facebook and some get sent a text. There is a Woman's Health Day and a Mens Health Day coming up. Pre -Diabetic patients are sent a letter and offered a education programme. Millie suggested they are sent information on the **Freshwell App** at this stage to improve the quality of information that patients get. A monthly "Patient Support Group" for these patients can help with ongoing support and information to keep them on tract. Millie would be happy to facilitate that engagement. Hadwen says it wants patients to take more responsibility for their health, if patients were asked "**What are you doing to improve your health at home?**" every time they saw a staff member, it might make patients think about their own health.

It was suggested that after Christmas is a good time to catch patients with a desire to improve their health. The social inequalities in our own district is not easy to accept, it impacts on life expectancy. The social prescribers are looking at a coffee morning in Coney Hill, once a month and PPG members could support this.

One member shared that on returning from hospital she had a phone call from Hadwen asking if any help was needed, this was set up 18 months ago following a discharge letter from hospital. This was the first time we had heard of this and should go into the newsletter that may forthcoming.

The Chair was thanked for all the work done in the background as well as at these meetings.

Next meeting is Wed 13th December.