

PPG Minutes 7th Feb 2024

The Chair welcomed everyone to the meeting and introduced a new member Jayne Fisher who brings experience with special needs.

Apologies received from Lucy Payne, Diane Howitt, Diana Rosewell, Jo Robyns-Landricoe Patient Services Manager, Ian Robertson- Retiring Practice Manager and Sam Dunn.

Absent: Siddharth Venkatanarayanan,

Name Badges for members will be trialed at our next meeting, as we meet so infrequently.

Attendees : Emma Rowles Practice Manager, Dr Ruth Thompson - Lead GP, Gillian Bliss-Thomas, Clare Buffin, Cheryl Charsley, Keith Charsley, Deborah Ssenabuya, Julie Joyner, Terry Mechan, Jayne Fisher and Millie Barnes.

Emma gave an update on staff changes since Dec. A HCA is leaving and they will be recruiting a new one in due course. Recall of patients on long term conditions is getting very good results this year, perhaps due to text messages, 70/80% is a great result. Patients get a phone call if they are not online. There is now a booking link included which is easy to use.

A new Business Services Manager has been appointed and is now settling in.

An inquiry from a patient is answered by the practice online, when the patient has read the reply, there is a time limit of one month where the message stays on the system. It is then deleted due to data protection. The IT provider is in the process of adding a message to inform patients of the time limit on the website. A message saying the link will expire cannot be added to the message itself.

A hospital Consultant had sent a letter to a GP and didn't copy the patient in, could a text or email be sent to the patient? This is the responsibility of the Trust and the patient has to take this up with the hospital staff concerned. Apparently the Trust has a policy of not offering angiograms to those patients over 70 years of age. This appears unusual and needs to be checked out with the Trust.

Dates for future meetings were confirmed on 8th May, 4th Sept, and 12th Nov. The Nov meeting will be a review of what has been achieved during the year and an election of the Chairperson for the following year.

Emma and Dr Thompson explained a project enabling those with long term conditions to be seen by their named/ preferred GP to provide continuity of care. Research has shown that having contact with the same GP improves health outcomes, reduces deaths, reduces hospital admissions, reduces A & E admissions. It improves trust in their GP and reduces appointment requests.

It provides greater work satisfaction for the GP, who gets to know the patient and their family or support network. This will have a soft start with patients being asked who their preferred GP is. Staff will be trained initially and patients will be allocated a usual GP. All 75 year olds are

allocated a GP, patients will be engaged by text message. The system is being updated so the named GP is the usual GP.

The patient/Dr relationship is a very personal choice. The PPG were asked to become involved in a focus group to inform patients and give support to the team.

Seven members of the PPG offered to help with the focus group. Locum GPs will not be involved and another permanent GP will be recruited.

There might be a longer wait but it is to improve the care of those with long term conditions.

Emma will let us know when the focus groups are set up. Information about this on the waiting room TVs will be considered. Information sessions will be set up in April / May.

A booking window of four weeks has reduced the 'did not attend' appointments.

The allocation of patients and GP needs to be equal and balanced.

A menopause review can be done by a nurse, with access to the GP where identified.

Hawden was asked if the influx of asylum approved people being housed locally at Wheatridge Court will impact on the service, the numbers are so small (up to 35) that no impact is anticipated. It was discussed by members at length and Hadwen had no information about this until a patient shared their letter. Immediate neighbours were informed by letter.

The recommendation for an update to the answering machine message was asked about, Emma informed us that it had been updated that afternoon. Members were asked to listen to the updated message and we can give feedback at our next meeting. The "pharmacy first" message was not felt to be appropriate for the answering machine as it would be too long. The Freshwell App and the LifeStyle Club were asked about and Dr Thompson explained that there are concerns with the app and further guidance from the ICB will be provided. Jayne was able to give us very positive feedback from the two weeks she has used it. The progress of weekly measurements was a valuable feedback on progress. It's a lifestyle choice for patients.

AOB

Where a death has occurred the spouse has a note made on their screen.

Shingles invitations have been sent out and MMR awareness has been highlighted to those with young children.

Information on PSA testing and prostate cancer has been available on the website since December. More information was added as part of a wider project which included sending information to those patients with a higher risk. Prostate embolism information by clinicians was found to be lacking at Hadwen, a member has highlighted this to us.

An aneurysm check is offered to men but not to ladies as it's very rare in ladies.

The inappropriate use of "endearment terms" to patients was highlighted and Dr Thompson was asked to highlight this in training.

The newsletter will be returning at a later date.

Hadwen had positive recommendations on Facebook recently.

Misinformation in a patient's file can be corrected by using the email facility.

A volunteer is being sought to attend the PPG Network, please email the Chair if you feel you could fill this role, this role has now been filled.

The text feedback was asked about and Emma shared the latest results which were positive with no learning opportunities from the small number of responses.

Information was shared about how another practice highlights the role of the PPG with their patients.

The Chair thanked everyone for attending.

The next meeting will be 8th May.