

Millie opened the meeting by welcoming everyone.  
Apologies: Jo, Julie, Keith, Cheryl, Diana Andrew, Lucy and Terry.

We commenced by going through the minutes of the previous meeting and Emma answered questions regarding the newsletter which will be rolled out next year. The Social Prescriber works closely with the County Armed Forces Social Prescriber and Emma felt this covered all bases. The staff are aware of the wider support that is available. They attend the event for Veterans at Kingsholm.

The Health & Fitness is continuing at The Community Centre for older people and another course will be provided, if there is enough interest. Another event is being run in January to gauge interest in getting another cohort on a similar programme. Funding from the Primary Care Network is being sought. Information is posted on the Facebook site, in the practice and by text. This is aimed at older people and Diabetic patients. Older people are 60 years upwards in this context.

The Freshwell App was looked at, but sadly this has not been taken up and more discussion was taking place. The Lifestyle Club information that was shared at the last meeting is also still being looked at with no further action planned.

The 13th Jan has one event happening with a series of events and exercise classes and then a men's event in Feb, which is on a Saturday and is open to the wider public not just Hadwen Patients.

The coffee meeting at Coney Hill has not started yet but a cooking and healthy living session is taking place with a Social Prescriber from Hadwen attending. The Fire Service has provided 12 slow cookers to be given free to participants. This has been set up by the ILP (Integrated Local Partnership) to support deprived communities in the area. This has taken priority over the adult education sessions at the coffee mornings for the moment.

Ian informed us of his upcoming retirement next year and the new practice manager will be Emma. Ian will finish on 27th April and Emma will take up her new post on 1st February. Congratulations to both were shared on the exciting futures that lie ahead for both of them. Olivia Watt has joined as a salaried GP, she has worked as a locum and takes up her new contract on 1st January.

The practice is now in a good place with staffing levels, a very pleasing place to be. Ian is leaving the practice in a good place, he has been at Hadwen for fourteen years.

Gillick was not discussed further as Parents were comfortable with the approach the practice is taking on this issue. Thank you to Terry for sharing his official response from the Dept of Health and Social Care.

Ruth outlined the changes to the Shingles vaccination protocol and patients will be called by text or letter, this starts in January. The practice is expecting a lot of traffic on this one. It is provided on invitation only, no invite no vaccination.

The issue of the irritating answer machine was raised. This is the message in working hours only. Ian kindly played a recording of part of the message. The first part raises no concern and is quite concise. The part where you want to make an appointment is the irritating part, duplication could be reduced. Asking patients to hang up and call back when the system is less busy is not helpful when it's the only way of making an appointment! Patients find the repetition irritating, we know this was necessary at the start of this procedure. There was general discussion around the table on both sides and we asked that the staff look at this and make some changes where it felt appropriate. The PPG are happy to support with feedback when refreshing the message. A softer approach may be appreciated by patients.

Dates for 2024 were discussed, alternate months was the practice, but four a year might be appropriate going forward. Forward planning is good and we will look for Feb, May Sept, and Nov. We should avoid school holidays. Dates will be looked at.

AOB:

Menopause issues were raised and a Menopause Champion was suggested. There are two GPs with a special interest and they train other GPs. One of the female Social Prescribers also has an interest in this area with diet and fitness. After some discussion on this subject it can be highlighted in the newsletter with areas of support and websites that can help with information and support. Prescription charges were explained and this is highlighted on the system.

We now know that HRT risks are minimal with patches instead of tablets. All GPs get learning opportunities. There is a risk of de-skilling other GPs if one GP takes on all the patients with menopause. There was an event in Sept which had a really good turnout.

A page on the website on this subject may also help going forward. Patients need to feel listened to.

Ian shared the "friends and family" test over the last six months. Patients were giving their view of their experience of Hadwen Health:

67.1% found it very good,

22.7% found it good,

6.2% neither good nor poor,

2.20% said it was poor

1.8% found it very poor. This was out of 225 responds. Overall a very pleasing result so well done to the team on this one.

Medication shortages were highlighted again, this is dealt with by the pharmacy team but they don't have the time to source it from other pharmacies, it's a nightmare for staff and patients alike.

Millie thanked everyone for attending and wished everyone a Healthy 2024 and a Merry Christmas.

