

PPG Mins May 8th 2024

Present: Emma, Dr Thompson, Millie, Terry, Cheryl, Keith, Diane, Julie, Michelle, Lucy,
Apologies: Claire, Jo, Gillian, Andrew, Jayne, Diana.

Absent: Deborah, Sid

Millie opened the meeting with a warm welcome to all and our new member Michelle Schofield.

Report:

Emma gave out copies of the friends and family tests, which gives feedback from patients and the comments from Feb, March and April. Comments were favorable on the whole. Some negative comments which were noted.

A new salaried GP starts in August. Hadwen is still able to attract GPs despite being a busy practice. Two GPs will be on maternity leave later this year, both roles will be advertised to provide cover.

The nursing team has a full-time nurse on sick leave and others are filling in with extra hours.

The new GP contract has now been confirmed, it has not gone down well and will have a financial impact on the practice, it is an interim contract covering 12 months only. It may impact service provision.

Ian has now left and Millie shared the leaving gift that was presented to him on behalf of the PPG. He was very touched with his gift and the opportunity to say farewell to the PPG.

Millie gave some feedback on the Health and Wellness day, it was very impressive and the turnout was over 200 patients on the day. Attendees found it very useful. It was so well received Hawen will try to repeat the exercise. Millie was the only PPG member to attend. Dr Thompson highlighted that young families can be difficult to engage with on these occasions. Ideas will be very welcome. These days will be repeated in the future, as will smaller events on a particular subject. One member asked about data that would indicate unmet need and meeting the needs of more information. ADHD was an area that is on the increase.

One of the social prescribers is actively working with local schools. Hadwen works with these schools where appropriate. The practice has four social prescribers, one specialising in young people and children. At the PPG Network one social prescriber stated most appointments are social and need advice and signposting. They are received very well by the Integrated Local Partnerships and they can direct funding to areas of need.

Mille gave her thanks to Terry for attending the PPG Network meetings and the interesting information he is now able to share with all PPG members.

Dr Thompson updated us on the named GP project, those turning 70 years are the first to be targeted.. Leaflets will be available in-house and information outlined on the website. The cohorts who will benefit most will be identified and contacted .This will not entitle the patient to always see their named GP but hopefully planned reviews will be booked with their named GP. With over 19,000 patients on the books it will be a long haul project. A question of an audit to measure the success of this project was asked, the aim is having over 70% of appointments with their named GP. This process has still to be worked out. Can patients have a named nurse? Wound dressing is usually booked with the same nurse. Patients are invited to get involved and respond with their GP choice. Those on 10 or more meds may be a suitable cohort to target.

Do Doctors have a specialist subject? Yes in some cases, a list is available to the patient advisors.

Information sharing was circulated re the “opting out of sharing information” which will be on sale in the marketplace.

Terry asked if learning disability training is available to all staff. Emma shared that all staff do the e-learning.

The issue regarding the charging for arranging private care was out for consultation. A discussion on care funding ensued.

Patients can self refer for a lot of services these days. One member was disappointed with online/ digital appointments availability. Any appointment can be changed to a digital appointment at short notice but the patient may not be aware of that. This information will be made available on the website. Appointments can be made online from a text message only. Health Watch highlighted access to GP services. Dr Thompson shared that digital appointments did not work for Hadwen. Patients are called for yearly reviews the month before their Birthdays.

Millie asked about the complaints procedure and was assured the procedure was available on the websites. A complaint was discussed in more detail. This was raised as an official complaint as it was the 2nd time this has happened regarding phone call when help has been requested, If contact has not been made after two attempts no further action is taken unless the clinician raises the issue with a colleague. Time constraints dictate no further action is taken. Patients therefore need to call back to ensure their needs are met on the day. The patient concerned did manage to access medical treatment on the day by contacting the Access Centre in Gloucester, who stepped up straightaway with an intervention. A question was asked about the patients who were not contactable after requesting a phone call back, for example if their phone was out of signal for a short time, Dr explained it totally depended on the situation and the clinician involved. A text message was suggested but time constraints meant this was not always possible.

A question was asked about blood test results, Emma explained that no news is good news. A Dr sees the results and they are available on the NHS app for patients to see.

A question about a patient who has moved to another post code, patients need to access services in their own postcode. Gloucester Access Centre offers some out of hours services, and Stroud Rd offers respiratory services for Hadwen.

A member asked about staff using terms of endearment and suggested one staff member was dressed in an inappropriate way for a professional service. Dr Thompson said she will raise this with staff. Nurses do wear uniforms as do some other staff. There is a huge cost to the service of providing uniforms, we as a PPG are simply asking for staff to dress in a manner that reflects the service they are providing and treat patients with respect at all times.

Has Hadwen got the “About Me standards?” Yes information is available on the patients screen regarding this. To open a consultation with: “How would you like to be addressed” is seen as excellent and this sets the standard for further communication.

The digital letters on the hospital website were highlighted to members and they were asked to share this information with their communities. Go to www.gloshospitals.nhs.uk and search “digital letters”

Welcome to new member Michelle and we hope she will continue and bring her knowledge and experience to the PPG.

Staff were complimented on how polite and helpful they can be when patients contact Hadwen.

Millie will circulate the minutes in due course.

Next meeting is 4th Sept.