

## PPG Mins Nov 2024

Present: Cheryl, Keith, Diane, Lucy, Andrew, Millie, Emma, Dr Thompson,  
Apologies: Claire, Julie, Jayne, Diana,

Millie welcomed everyone to the meeting. Millie was disappointed at the low turnout and suggested it would be beneficial to have 20 patients who were happy to engage and support the PPG around the table.

Emma gave us an update, 5 complaints were received, one was on the wait times to speak to an advisor. Two staff are being recruited currently onto the patient advisor team.

Compliments were shared and the flu and covid clinics were well run. There were 502 non attendance of appointments in Oct, Nov so far there were 363 not attending. Those with mobile nos get a text message reminding them the day before of their appointment. Those who missed two appointments in six months also get a letter. This data collection has improved and it is usually around routine appointments.

Four weeks are bookable in advance, appointments can be cancelled at short notice and offered to another patient who needs to be seen on the day. Some of these are patients with special circumstances and may be having extra support from other services.

There is a "GPs are on your Side" campaign currently running, GPs are now working more closely to their contract. This may be seen as working to rule as GPs are not allowed to strike. It is recommended that GPs have a maximum of 25 patient contacts a day, Hadwen GPs are working above this but trying to get the balance right supporting patients and also supporting the industrial action as far as possible, on-call availability is now limited and slightly reduced. Staff need to be protected as no staff means no service.

Hadwen is pushing some care back to the hospitals who should be monitoring their patients. Back office admin that they do not contracted to cover will be pushed back.

The impact of the national budget, the rise in NI and minimum wage will cost the practice around £70 - 80k in the coming year, which is unfunded.

Recruitment: a new prescription advisor and two patient advisors are being recruited currently. A new Partner is also being recruited and interest has been expressed in this. The three GPs who joined in the summer are now up to speed,

a 13 week programme supporting Diabetic patients is starting in Jan, funded by the practice. A similar programme run a couple of years ago was very successful. Target is 18 - 60 year olds, they have a blood test for something else or have a wellness check at 45yrs, which includes the HbA1c test.

Emma thanked those PPG members who helped out at the vaccination clinics and those who attended the NHS App awareness sessions in Nov. Positive feedback was received . All members were thanked with a special mention of the Chair.

Dr Thompson shared that winter pressures are now building and with one GP remaining on long term sickness, some locum cover is being provided but not at the same speed or engagement a permanent staff member would provide. Nursing staff are returning back from sickness. Dr Tara Hunt will be retiring at the end of March so a new Partner will be required then. The continuity project is doing well with those turning 70 being contacted and invited to name their GP. An audit will be looked at in six months, information is on the front screen and continuity slots are available. The IT manager is working hard on this. A soft launch is working well with a gradual roll out.

The NHS App awareness project has been very successful with lots of valuable feedback. Staff can check how many patients have the App currently, this can be brought to the next meeting. Patients didn't know they can have it on the computer or iPads which is easier to read. Patients did not know how to read their results and know if they were within a normal range. The message on the TV screens in the waiting room of the service being busy was annoying to some patients. Emma will look at this and give us feedback.

Many patients were full of praise for the patient advisors and our appreciation of the work they do often in difficult circumstances was recognised

Patients were not aware they could have access to the medical notes of their children or someone they were a carer for.

The biggest impact was the change in the atmosphere in the waiting room to a much more relaxed mood having the PPG members in the areas. The feedback was mostly positive and this was heartwarming to hear. The staff taking blood tests are telling patients about the App and this should be highlighted and continued as a positive engagement.

We looked at the achievements of the PPG over the last year. One member found that things were now much more positive and the staff morale appears to have improved.

Those with no IT skills will continue to be supported by staff. Patients were unaware of how to contact the practice with a concern, highlighting the email box on the front screen to patients was very useful.

One member had organised an IT session at the community centre last year that was poorly attended. Members would like to be informed of any future sessions as it could go onto the Hadwen website.

The Chair is keen to set up a WhatsApp group to share with members, please email Millie with your phone no to enable her to set this up.

A consultation is out on [Www.disc.gov.uk](http://Www.disc.gov.uk) on registration of managers of health services.

Hadwen was asked to look at the issue of those patients who are not allowed to have their phone with them at work, those who start work at 8am or earlier and miss the opportunity of ringing in at 8.30am for an appointment. The management team was asked to consider how they plan to meet the needs of this patient group.

The Chair shared the work the Trust had done on checking who still needed to be seen at outpatient clinics, many were removed from the waiting list following this exercise.

The opportunity to circulate the position of Chair is good practice. Members were given the opportunity to elect a new chairperson. The current chair was asked to continue in the role for another year.

The Network is inviting members to the new cancer oncology centre at Cheltenham. The email inviting members will be circulated. Rotating the minute taking was suggested and Keith will consider this.

The PPG Network is looking at training volunteers around the county and were very impressed at the NHS App awareness project at Hadwen. Any patient can be a volunteer, potential recruitment is needed to bring fresh blood into the PPG. Members who don't attend can be contacted by email or phone. It is a good practice to send apologies if unable to attend and to inform the chair of your intention to attend.

An email the week before the meeting is a good idea, but a WhatsApp group will be available for the next meeting.

Emma can contact patients who are concerned about the service and invite them to join the PPG, she can also mention the PPG to patients in a text.

Emma did mention the App project to the head of IT for the county who was impressed with our work. Volunteers are always welcome to support Hadwen.

Staff appreciate the PPG group to share information with and get feedback.

We reviewed the attendance of PPG members and actions were suggested to improve attendance. Emma suggested mentioning the feedback from patients

where the PPG could be suggested to enable them to influence the practice. We

need new members who can make a difference to Hadwen and its staff. Emma

will circulate in text messages the need for new members.

Proposed dates for next year: Feb 5th, May 28th, Sept 3rd and

Nov 26th,2025.

The Chair thanked everyone for their attendance and contributions.