

Patient Participation Group Meeting
18th June 2025

Present: Jo, Millie, Sam, Jayne, Gordon, Julie, Emma, Deborah, Clare, Dr Sue Young
Apologies: Lucy, Gillian, Diane, Andrew, Diana,

Millie welcomed the members and Dr Sue Young who has taken over the lead for the practice for the next two years.

We reviewed the minutes of the previous meeting and Emma suggested her report will cover these issues.

Emma requested more involvement from the PPG but was not clear of how this would work. Fundraising was discussed and examples of what other PPGs currently do.

Support for those with low mental health was one suggestion. The bereavement group works well and meets weekly. The garden area is looking very good currently. Millie offered her experience with a Diabetic support group; she will wait to see if this is taken up. A newsletter could include a request for volunteers. Emma assured us she will respond with ideas we can work on.

Millie explained the PPG Network and asked for a volunteer to attend these meetings on behalf of Hadwen PPG.

The practice boundaries have been set aside for the moment. The government has announced changes with ICB budget cuts. Gloucestershire ICB has submitted a plan to the government and awaits approval.

Emma then presented a screen document to demo the updates and the staff changes, two new GPs and two new Partners are joining the practice, both new Partners have worked in Hadwen for two years so know the practice well. A new patient advisor is starting, and another is being recruited. Complaints were shared and the outcome of each explained, most were due to misinformation on behalf of the patient.

Family and friends feedback was shared and overall was good or very good, these are shared from the text messages sent out to patients who used the practice recently.

A new phone system is currently being tested and will go live towards the end of the year around Oct. Patients will be able to hold their place in the queue and they will get a call back. A new online triage system is being introduced called Rapid Health, which will go live in Sept. It involves the patient filling in their information online and the system will direct you to the appropriate service. A short video explained how the system will work. Patients will be sent information about the new system over the summer. Older patients or those without a computer or phone will still be able to use the current system and speak to a patient advisor.

Patients may be sent to pharmacy or emergency care where appropriate. Pharmacies now give out cards with the list of conditions they cover in their contract.

Hadwen has also invested in an online sleep service, Sleep Station which helps those who struggle with poor sleep, it goes live next month and patients will be referred by Hadwen. There are different levels of service, this service has been purchased for a year and Hadwen will gather feedback. Many people suffer but haven't taken it to the GP for discussion. This service is drug free. Simple lifestyle changes can improve sleep dramatically in a matter of months.

The diabetes awareness sessions were reported on, these included fitness and lifestyle changes, this was run by in-house staff. Everyone improved but the A1c results are still not available. The results were extremely positive for Hadwen.

How the cost-of-living impacts on health issues, including low level mental health, isolation and poor housing- Hadwen has seen more patients with these issues, fear of reassessment for benefits causes anxiety and mental health issues. Hadwen can refer to the food bank, a pharmacist from Hadwen does community work in the local areas of need, offering advice and signposting to appropriate services.

There is a section on the website about the role of the Social Prescribers.

Men's mental health is generally covered by the wider service; there are roughly twice as many women seeking support for their mental health than men.

Hadwen had a men's health awareness day in the past which was very successful.

The waiting room screens are currently being updated, the information stands have a lot of information on there for patients, these need topping up very frequently suggesting the information is useful and accessed regularly.

Patients with cancer - do the family need extra support especially Partners / Spouses? When a bereavement has occurred, there is follow up immediately but not three months down the line when the reality has sunk in.

Mental health support is available on the website. Police will no longer attend all mental health issues, so the wider health community are looking at covering this area.

When accessing wellbeing on Hadwen website the terms and conditions are not shown that you are asked to agree to. Emma will look at this and report back.

Do patients manage their own health online? Yes, especially young people and some resources are designed with this in mind, especially mental health in school age children.

Annual health review audits were almost 100%, there is no annual recall based on age. The NHS offers a health check to patients aged 45- 70 years. If the results are normal no further action is needed unless a clinical need is identified.

Missed appointments have improved, if the message on the NHS app has been missed then a 48-hour text is sent out, this has proved worthwhile.

Repeat prescriptions were asked about, specifically when the hospital issues a prescription or asks the GP to provide one on their behalf. Sometimes the GP doesn't receive the letter for a number of days or weeks and the letters do not always state that a medication needs to be available on repeat.

More blood tests are actioned at Hadwen due the strike action at the Trust.

The Trust should send the patient a copy of all letters sent to the GP.

Could a weighing scale be available at Hadwen? Weigh and Go is available at the community centre. Many pharmacies do have scales, but the concern is it may go missing if it is in a public area.

Millie shared she will be standing down at the end of this year, both as Chair and as a member of the PPG, she has other interests to explore but has enjoyed her time at the PPG. Emma thanked Millie for her contribution.

The meeting closed at 8pm. Next meeting 3rd Sept.