

# PPG MEETING Minutes

## Tuesday 13 June 2023 6.30 pm

### 1. Welcome All

Attendees: Cilla, Collette, Steve, Suzanne, Janice, Martin, Janet, Susan, Gordon, Frances, Dr. Kavin Unamboowe

### 2. Apologies for absence

Caroline, Nadia

### 3. Approve Minutes of last meeting

Agreed as a true and accurate record

### 4. Updates from last meeting

#### . **Bank account**

The new bank account with Lloyds is now up and running. The residual money in the Barclays account will transfer across on 19<sup>th</sup> June. The bank will provide a card reader which should arrive in a few days. Thanks were given to Susan for her perseverance with this action

#### . **Notice boards**

The notice boards are a good addition to the surgery and increase the impression of a well-run, well organised practice

*ACTION: Cilla to work with Martin, Janice and Frances on content for the PPG board*

#### . **PPG attendance during clinic hours**

The surgery is considering holding a Tea and Cake event on 5<sup>th</sup> July in celebration of the 75<sup>th</sup> anniversary for the NHS as a fundraising event for the surgery or a local charity. The PPG could support with this

There have been no further applications to join the PPG; however, many PPGs are struggling to recruit. This PPG is doing well with consistent membership and attendance at meetings

### 5. Update on the Practice - Steve

#### . **Staffing levels – new staff**

Three new staff members have been recruited

A phlebotomist – Amy

A Long Term Conditions Coordinator - Eron

A GP Assistant – Emma

For the first time in two years, the surgery is now fully staffed

- **Practice Project Updates**
- **Staff Making a difference award**  
Nominations have been accepted for 6 weeks. So far, 24 have been received. The winner will be selected along with honourable mentions when the month is over. Awards will be made at the following governance and training afternoon
- **Vaccinations**  
The spring COVID booster campaign ends on 30<sup>th</sup> June with no option to extend It is highly likely that there will be an autumn COVID campaign – eligibility to be confirmed  
The flu campaign for this year will NOT include 50-64 year olds who are classed as ‘not-at-risk’
- **GP Improvement Programme**  
The practice has successfully applied to be a part of the first wave of GP practices to participate in a development programme (supported and funded by NHS England) with the aim of ensuring that they are providing the best possible patient access  
4 Staff members will form the core team. Participation should result in the practice feeling confident that they are providing the best possible access for patients  
The programme runs for 26 weeks and will be facilitated by and external expert. All systems and processes will be reviewed  
There will be an opportunity for the PPG to be involved
- **Online access to Medical Records Update**  
No further news, but it will happen by 31<sup>st</sup> October at the latest
- **Government Published Data for Upwell Practice (GP Access Dashboard)**

	<b>F2F</b>	<b>Telephone</b>
Last 52 weeks	49747	21060
Previous 52 weeks	39452	32754

There is an average of 6 contacts per patient and includes contacts with all healthcare professionals

**Telephone stats (working hours only)**

<b>March</b>				
Working days	Average wait time	No. of calls	Calls answered	Calls abandoned
21	05:06	10326	6759	3562
<b>April</b>				
Working days	Average wait time	No. of calls	Calls answered	Calls abandoned
18	03:13	7910	5771	2139
<b>May</b>				
Working days	Average wait time	No. of calls	Calls answered	Calls abandoned
20	02:57	8640	6042	2210

**Average patient wait time over a three month period (Mar, Apr, May)**

Time of day	8am - 9am	9am- 10am	10am- 11am	11am- 12pm	12pm- 1pm	1pm- 2pm	2pm- 3pm	3pm- 4pm	4pm- 5pm	5pm- 6pm
Average wait in min:secs	08:26	04:36	02:50	02:04	01:45	Lunch	02:13	01:59	02:31	01:01

## 6. PPG Update

### · **Fundraising and Hunter Rowe Charity – FeNO Machine**

*ACTION: The surgery to provide information on the make and model of FeNO machine required along with the approximate cost (thought to be in the region of £3000), and any associated ongoing costs*

The FeNO machine assists with the diagnosis of asthma and reduces the incidence of over-diagnosis

Suggested fundraising ideas: Quiz night or bingo in one of the village halls; Using Just Giving as a means of collecting donations

*ACTION: Frances, Janet and Susan to investigate appropriate venues for quiz nights and bingo possibly in October; include costs and any restrictions on use (E.G. restrictions on alcohol)*

*ACTION: Martin to investigate how Just Giving works*

Blunt Trust application: This is a local charitable trust that provides grants up to £3500 to local people or groups to purchase necessary items. The website can be found [Here](#)

*ACTION: Cilla to share the grant application criteria*

### · **Monthly health awareness campaigns**

Ongoing with Caroline

Diabetes week currently being supported by the surgery. They are not able to support individual days, but weeks or months are possible. The topics covered need to be relevant for the surgery's patient population. The PPG will work with the Caroline to identify appropriate categories for the next 3 months and will research available resources and literature

### · **PJT 'day in the life of...'**

To be published in the surgery newsletter which will be shared on the website

### · **Positive feedback to practice and staff**

This has been shared with the practice by Cilla. This was very well received and much appreciated

## 7. Any other business

- Deadline for articles for the village magazine is 23<sup>rd</sup> June. This could be used to promote the PPG

*ACTION: Steve to write the article and submit for publication in the magazine.*

- Healthwatch Cambridgeshire and Healthwatch Peterborough held a Forum meeting in Wisbech on 8th June. Presenting at the meeting was Betty Lewis; a representative of the Governors Council for the Queen Elizabeth Hospital, Kings Lynn. (Mrs Lewis has previously attended PPG meetings at the Upwell surgery, which sits in the Norfolk and Waveney district).

*ACTION: Suzanne will investigate if Norfolk and Waveney has a Healthwatch Forum and will contact Mrs Lewis with an invite to attend the next PPG meeting as a speaker*

## 8. Date of next meeting

Friday 4<sup>th</sup> August, 3.30pm – Crown Lodge Hotel

Tuesday 8<sup>th</sup> August, 6.30pm – Upwell Health Centre

### ACTIONS

Action	Responsible	Date Due
Create content for PPG Notice board	Cilla, Martin, Janice, Frances	4 <sup>th</sup> August
Provide information for the required FeNO machine: Make and Model, upfront cost, ongoing cost	Steve	8 <sup>th</sup> August
Investigate venues and hire costs for potential quiz night or bingo	Janet, Susan, Frances	4 <sup>th</sup> August
Investigate how Just Giving works	Martin	4 <sup>th</sup> August
Share grant application criteria for Blunt Trust with PPG members	Cilla	4 <sup>th</sup> August
Compose an article for the village magazine	Steve	23 <sup>rd</sup> June
Identify a Norfolk and Waveney Healthwatch Forum	Suzanne	8 <sup>th</sup> August
Invite Betty Lewis to the next PPG Meeting	Suzanne	8 <sup>th</sup> August