**AMWELL GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP**

**Minutes of a Meeting held on 14th June 2023 at 4, Naoroji Street.**

**Present:** Andrew Paul (Chair), Nuala Hammond Norris, Militsa Towner, Natalie Norouzy, Darian Mitchell, Geoffrey Milton (Teams), Dr David Davies and Sonia Hehir (Admin Manager).

**1. Apologies.** Sonia Lovett, Jamie and Adrian Dicks, Sagi Burton and John Beverton.

Jane Wainwright sent her apologies and said goodbye as she is leaving the practice having moved out of the area. The meeting thanked Jane for all the work and commitment she had shown to the group over the years.

**2. Skills and expertise of members.**

Darian had compiled a list of all the skills and interests that might be appropriate for members of the group and allocated the names of the members who had indicated that they possessed them. Andrew had been thinking about the different areas of interest that the members might be willing to lead on and hoped that in allocating responsibilities for these areas across the group he could spread the workload. The members of the meeting were not too keen on this idea as they did not know what this might entail and whether they could manage it. Also half the group were not there so their views could not be considered. It was pointed out that the PPG was a group of volunteers so it was not going to work to treat them as though they were employees. However, Natalie had expressed an interest in women and girls and Geoffrey in sexual health and HIV and they said they would be willing to see how these areas could be developed. Andrew will discuss this with them further. He and Sagi had also been considering how to promote sport and fitness.

**3. Practice News**

Dr David Price has taken a sabbatical break for 3 months. Dr Hetty Fiberesima will be standing in. Dr Helena Lendrum will be returning from maternity leave. Two new receptionists have been recruited, Claire Humphrey and Sani Chowdhury.

**4. Patient Survey**

This is now completed. It will be distributed to the patients by various means. It will be entered into the practice website and Sonia can e-mail a cross section of patients. It is not possible to e-mail everyone. A barcode will also be placed on a poster in the waiting room. Militsia and Nuala have volunteered to drop in and approach patients in the waiting room with the survey. The last time the practice did a survey they got 300 responses which was considered to be a good number. Geoffrey made the point that the survey was about the functioning of the practice not the needs of the patients. This was acknowledged, but that was a matter for a different survey.

**5 Additional Care Services.**

Sonia had circulated a list of the additional care services. There was an impressive number and the members of the PPG were not aware of most of them. Andrew thought it would be helpful to the PPG if some of the workers in these services could talk to them about what they offer. Ruby Andrews from the social prescribing service said she would attend the next meeting.

**6 Raising the Profile of the PPG.**

It was suggested that getting members to help with promoting the survey would be a start in raising the profile of the PPG. The PPG notice board needed to be more prominent and Darian volunteered to take a look at it and report back her observations and ideas for improvement. There used to be a virtual PPG which comprised of an e-mail list of about 100 patients who did not attend meetings but could be asked for their opinions. Sonia will contact those on the list to see if they are still interested in being involved. The PPG needed to find a way of representing the views of a broader range of patients than just themselves as individuals, acknowledging that they will not be able to represent all patients.

**7. Practice Demographics**

Sonia had produced a chart showing the numbers of patients who had attended the practice more than ten times in the past year, broken down by gender and age. The most striking statistic was that the largest number by far was women between the ages of 50-59. This was a clear link to the menopause. Nuala said that in her workplace they had set up something called the Menopause Café which offered support to the relevant group of women. Natalie said as the member with a particular interest in department women’s issues she could work with Nuala in looking at how to improve services for menopausal women making use of Nuala’s experience at work.

**8. Prevention**

Andrew had been following up his interest in preventative interventions and spoke to staff at the local physiotherapy department. Strength training was important in preventing muscle deterioration in older people. The ability to stay active was very important in combatting hypertension and diabetes, and being able to get out and meet other people was important for mental health. There was a lot of work that could be done to support people in preventing poor health in later life. He would like to invite a physiotherapist to come and talk to the PPG about the benefits of physiotherapy along with all the difficulties and complexities in getting people to keep appointments and look after their health. This might give the group some ideas that they could take forward and they could also give a patient’s view to the physiotherapist.

9. The Date of the Next Meeting

The next meeting will take place on Wednesday 12th July 2023 at 6.00 at 4 Naoroji Street. After the meeting the PPG will retire to the Old China Hand on Tysoe St where Dr Davis will by everyone a drink.