

**The Porch**  
**Minutes of the Patient Participation Group Meeting**  
**Thursday 12<sup>th</sup> May 2022**

Practice                    Dr Cat Bennett (CB) GP Partner  
                                 Rhonda Ward (RW) Practice Manager - Chair  
                                 Wendy Bray (WB) Carer's lead  
                                 Katie Sheppard (KS) Living Well Team  
                                 Becky Drennan (BD) Assistant to Practice Manager - Minutes

PPG Committee:        Yvonne Le Grys (YLG)  
                                 Caroline Usher (CU)  
                                 Steve Lumb (SL)  
                                 John Hargreaves (JH)  
                                 David Raymond Wilson (DW)  
                                 Christina Coats (CC)  
                                 Terry O'Brien (TO)

Apologies:              Susanne Dyke (SD)  
                                 Sally Hobden (SH)  
                                 Patricia Sharp (PS)  
                                 Terence Simms (TS)

**Welcome and Introductions:**        All

**Carers update:**

Wendy Bray is our Carers lead and provided an update on this.

The Carers Accreditation is due in on the 13<sup>th</sup> of June 2022. We are working hard to get everything ready in time. One of the emphasis this year was trying to identify Young Carers. Young Carers Action Day was held on the 16<sup>th</sup> of March 2022, which we advertised on our website and in the Surgery. We also asked the local Scout group to display a poster on their premises.

We are planning a Carers Health Clinic in the near future but are awaiting confirmation of dates from Carers Support Wiltshire. The clinics will consist of 2 x 20-minute appointments. One will be a Health check with a nurse and the other will be a one-to-one chat with a representative from Carers Support Wiltshire.

Unfortunately, we are unable to hold a Carers Afternoon Tea this year but are hoping to re-launch it next year. Any suggestions of organisations to invite would be most welcome.

Moving forward, we are hoping to work more closely with the other members of our PCN and the Living Well Team. The PCN held a Spring Carers coffee morning on the 12<sup>th</sup> of May 2022 at Hathaway Surgery with representatives from the Living Well Team and Age Concern. This was advertised on our website and was very well attended.

Any suggestions are welcome for things to do to help Carers.

#### **Primary Care Network (PCN) Living Well team update – Katie Sheppard**

KS provided an update for the group on the Living Well team. The Living Well Team is part of the Primary Care Network (PCN) for Chippenham, Corsham and Box.

The team works with the adult population across the PCN and supports adults struggling with any element in their lives. The team offers support in signposting to local groups and community activities, promoting personal independence, mental health awareness support, benefits, and financial liaison support. The support also includes help re-accessing the community, re-engaging with groups, help to reduce social isolation, manage daily routines as well as many other things. They can also help with people struggling with utility fuel costs (individuals might be entitled to grants associated with this). All of this is with the aim to promote independence and improve the health and wellbeing of patients.

The Living Well team also works directly with the Carers leads across the PCN. Patients can self-refer as well as through a GP or Nurse.

Please contact the team on 01249 462775 option three. The Team is based at Hathaway Medical Centre, but they support patients from the following practices: Box Surgery, Hathaway Medical Centre, Lodge Surgery, Porch Surgery and Rowden Surgery.

The team have been engaging with the men's shed in Corsham, Souper Friday at the Baptist Church on Priory Street in Corsham and with The Pound Arts Centre in Corsham.

### Questions from the Group Members - Terry O'Brien (TO)

1. Notes of previous PPG meetings not on website
  - RW confirmed this was an IT error and the minutes are back online now. Terry was thanked for highlighting this. November 2021 minutes have also been added.
2. What percentage of GP's time is now taken up with Covid related problems? (TO)
  - CB confirmed that the numbers are approximately 10% but this varies from day to day, week to week. The surgery has seen a number of patients that have the burden of Long COVID. There is a long COVID clinic that we can refer to, however resources are limited.
  - RW highlighted the impact of COVID on the staffing team. This has been enormous since Christmas. Lots of members of the team have come down with COVID, having not had it for two years previously.
3. Does the Porch do private consultations? (TO)
  - RW confirmed that the surgery does not offer private consultations
  - CB added that Doctors are not allowed to see their NHS patients privately
  - RW informed the group that we have two rooms that we rent out to Private practitioners, these include a Podiatrist, Physiotherapist, Acupuncturist, Sports therapist, and a clinician performing medical screenings for the MOD.
4. Is there a list of useful telephone numbers/websites for patients at The Porch? Rowden Surgery has one (TO)
  - BD informed the group that The Porch Brochure has been updated. This has several useful contacts listed within. This has been updated on the website and linked to the main page of the website, so it is easier to find.
5. Complaints procedure on the website – could it be more positive by including a box that says 'Thank you' or something like that? (TO)
  - RW informed the group that as a Surgery, we have a contractual requirement to make our complaints procedure visible, but unfortunately not our 'compliments,' which we have had many of. Compliments are always fed back to the member of staff and at our weekly practice meeting which is recorded in the minutes.
  - The format of complaints is very specific and unfortunately, we are not encouraged to promote or sell ourselves.
  - We are very grateful for all feedback we receive, good and bad.

AOB – YLG asked whether it would be possible to have a copy of the bus timetable available for people needing to access public transport to come to and from the surgery.

**Action:** RW/BD to investigate whether we could put a copy of the bus timetable in reception for those who would like to see it.

### **Staffing updates**

Mandy Lower and Liz Dawson have recently retired. A new team of Data Workflow staff have been recruited to replace Mandy Lower. Their role is to deal with some of the letters and communication we receive regarding patients to filter out what the Doctor needs to see. All this information will still be on patients records for the Doctors to access if needed, but it means some of their admin burden is being supported by this team. Their role also involves dealing with insurance reports, solicitor claims and copies of patient's records.

BD has taken over Liz Dawson's role as Assistant to Practice Manager.

Reception is now fully staffed, which is the first time in two years. But it will take 6-12 months for the team to be fully trained, so RW asked for people to be patient when phoning into reception.

The nurse team are also at full capacity.

We currently have five partner GPs, three salaried GPs and one retainer GP. But there will be some changes coming, which you will be updated on in due course.

It is difficult to recruit GPs nationally currently. We are trying to think differently regarding our clinical support. We are in the process of interviewing paramedics and advanced nurse practitioners. Having this diverse range of clinicians means we can offer appointments with the most suitable professional. Not everyone needs to see a GP, and this saves time for both patients and staff. Paramedics for example will be able to undertake home visits for certain patients and have experience in specialist areas.

### **Surgery, PCN and NHS updates**

The Surgery has been involved in a pilot for patients to have access to their records since 2017, since April 2022 we have been a pilot to widen this patient access to records, in the summer this will be a national way of working. This will be the case for every patient in every surgery across the country. A clinician will not always need decide if it is appropriate for someone to have access to their patient record, and if they decided not this would be for a very clear and specific reason, such as safeguarding issues and would be explained to the patient.

There will be a digitisation of all patient records, so everything will be online in the future. This is a massive piece of work and for us alone will involve 11,600 patient records.

The group asked if anyone could have access to their own records?

- RW informed the group that yes this is possible, there is a form to apply for this. A member of the team will scan and photocopy the records onto a memory stick, and this will be posted, or a paper copy can be issued.

Our new phone system is going well, however we had an IT blackout a few weeks ago for 5 hours at the surgery. We are well equipped with IT, so were able to get around the issue by working off laptops and using staff internet on their phones to connect to the laptops.

### **COVID vaccination progress**

We have been doing COVID clinics and we will continue through the summer at Rowden Surgery. We will request to hold the Autumn clinics here at The Porch, alongside our flu clinics.

As a PCN, we have given over 100,000 COVID injections so far, as recorded on our local and National booking system.

### **Family Friends Test (FFT) April 2022**

Patients were asked 'How likely would you recommend our GP Practice to Friends and Family if they needed similar care or treatment'

We received one paper response and 240 electronic responses for April 2022 out of 1153 appointments. This gives us a 24% response rate.

We are now able to put friends and family forms back out on reception. These will be on the shelf opposite the reception desk. Patients can hand this to reception staff, or they can put them in the letter box in the porch/foyer of the building.

Percentages for April:

One percent Would not recommend us

One percent Neither would/Nor would not recommend us

Ninety-eight percent Would recommend us

### **Extended Access hours**

From the 1st of October 2022, the Chippenham, Corsham and Box Primary Care Network (CCB PCN) will be offering extended opening hours to any patient registered at our 5 GP surgeries. We will be sending out a questionnaire link to all patients to allow us to find out patients preferred opening times for the extended hours.

To allow us to operate these extended hours, patients will be offered appointments at other surgeries within the PCN. From September 2020, we adopted a process called "Shared Administration." This means that our Doctors, Health Care Assistants and Administrative staff, who work in our surgeries, can access the notes of all our patients in the surgeries across our PCN (if patients have agreed to this). All the GP surgeries in our PCN have very strict rules about how and when our patients' notes can be accessed, however this offers the opportunity for patients to be seen more easily at other surgeries outside of the current 'core' hours (even without sharing your clinical record, the NHS will still be able to provide the Health Care that you need. However, it will restrict the ways that we are able to provide that care. Examples include receiving same-day access to a physiotherapist working in another surgery in our PCN).

### **Next meeting**

We hope this will be in the autumn, we will update you nearer the time. RW thanked the PPG committee members for taking the time to attend this meeting.