

Patient and Participation Group (PPG) meeting minutes

Thursday 12th January 2023 12.30pm to 1.30pm

The Porch Practice Dr Cat Bennett (CB) GP Partner
Rhonda Ward (RW) Practice Manager - Chair
Becky Drennan (BD) Assistant to Practice Manager - Minutes

PPG Committee Yvonne Le Grys (YLG)
Caroline Usher (CU)
Steve Lumb (SL)
Wendy Hubbard (WH)
Christina Coats (CC)
Terry O'Brien (TO)
Pat Sharp (PS)

Apologies Susanne Dyke (SD)
Sally Hobden (SH) - **Resigned**
John Hargreaves (JH)
David Raymond Wilson (DW)

Welcome and apologies

Outstanding actions from previous meeting

- Staff structure on The Porch website

RW had the discussion with the partners and due to the team structure changing so frequently, we are happy to provide a copy via email if anyone would like one. We are also happy to share the team structure every quarter if this would be of interest in the PPG meeting.

- YLG raised the issue surrounding women's health and whether there could be promotions at The Porch as it's an area that's less available than men's health. The group wondered whether this is something that the Living Well Team could look at – BD updated the group with news of a health promotion event that has been completed at Hathaway Medical Centre, focusing on social prescribing and cost of living, and that the Living Well team are setting up various drop-in sessions across the locality in the coming months, although nothing specifically on Women's Health. **Action: WH to look into this re. menopause**

- PPG members to feedback if they are available for promoting the Airmid App at the surgery – SL volunteered for this. **Action: BD to put SL in touch with Alex Barlow, IT Lead for the surgery.**

- PPG terms of reference: All PPG members to consider how the meeting should be run going forward – on agenda for today.

Approval of the minutes of the previous meeting – PS and CU first and seconded the minutes.

Meeting etiquette

The group reviewed the meeting etiquette in the PPG policy and agreed.

Primary Care Network (PCN) Living Well team update

BD updated the group on behalf of Katie Sheppard from the Living Well Team, who was unable to attend. We have done some work finding information regarding Warm Spaces and attach the leaflet for Corsham. We have also come together with a local patient, enthusiastic to have a cancer talk group for people at all stages of the journey, and families. Advertised on surgery website.

Upcoming events:

- Tuesday 31st January – drop-in event at Chippenham Hub, Borough Parade 10.30am – 12.30pm
- Tuesday 28th February – drop-in event at Dandelion Café, Rudloe 11.00am – 1.00pm

Carer's update

Carer's clinic. The team will be contacting Carers in 6-8 weeks' time. Carers are offered a dedicated appointment to get their health checked to ensure they are staying well.

Carer's accreditation. Suspended for this year.

Items raised from members:

- Does the RUH have access to my medical records held in the surgery and likewise does the Porch have access to my hospital medical records? **(TO)** – The hospital and surgery can see only very basic information from one another's systems. It's an age-old issue, however, there has been slight progress with the introduction of Integrated Care Records (ICR) but the systems can only see very basic information, not including the notes that we've written here at The Porch. However, they can see a list of medication a patient is on and any repeats. Not necessarily acute medication though.
- Could a more prominent sign be put up in the main entrance telling people about the PPG? I know it is on the board, but I have tried to encourage a few younger patients to join but get the same response 'don't know about it' or 'can't be bothered to stop and read the board' **(PS)** – We can certainly make the poster bigger. The PPG discussed a box that was used years before in reception. We can reinstate the box, for patients to put comments into the box and make themselves known for PPG members to contact them to collect items for the agenda. This will give the PPG more of a prominent standing. **Action: BD to find/create box to put in reception. CC to collate comments a week or so before the meeting, get in touch with patients if necessary and bring questions to the meeting. BD to liaise with CC on this.**
- PPG newsletter – The group discussed recreating a PPG newsletter. SL volunteered for this. **Action: BD to send SL examples of previous PPG newsletters and liaise with SL on this.**
- How do we get more of a cross section of patients to join the PPG? **(SL)** – Bigger poster in reception.
- Name badges on reception staff **(SL)** RW reported that all staff should wear their name badges. There are a few members of staff that are new, and we are waiting on delivery of their name badges, however staff have been prompted again to wear their badges. Staff will be asked to wear them high up on their lanyards for easy view.
- How will the Government's new initiative on getting an appointment be implemented (carried over from last meeting **(SL)**) CB reported that the Doctors only have so much capacity and if there is an urgent on the day issue, they will certainly do their best to see the patient. We have a triaging system here at the surgery however all surgeries do things slightly differently.
- Would it be appropriate for the group to consider expressing concern about the proposed removal of rail staff who assist passengers i.e., the elderly, those with disability or injury or travellers with babies etc? It will adversely affect the ability for many to travel and, most relevant, it will restrict, even prevent, some patients' ability to attend medical consultations or receive treatments **(YLG)** – RW has asked the group to take this forward if they would so wish, being an independent PPG group/ member of the public.

Terms of Reference document

Review of document to sign off from PPG members. General feedback from PPG is that members are happy to carry on with Practice Manager (RW) chairing and Assistant to Practice Manager as secretary (BD). **Action: can all PPG members please sign the confidentiality document at the end of the meeting or return to BD via reception at The Porch or bring along to the next meeting.**

PCN PPG

The group has not heard from Box Surgery on this yet. TO happy to be the representative for the PPG having previously had some communication with Box about this.

Tree planting – Corsham Parish Council

A tree will be planted out the front of The Porch Surgery with a plaque to commemorate the late Queen. This will happen at the end of January.

GP Patient Survey - [english.pdf \(gp-patient.co.uk\)](https://www.gp-patient.co.uk/english.pdf)

Some patients registered at the GP practice will soon be invited to take part in a national survey about their experiences of local NHS services. It covers issues that concern patients, such as access to care and satisfaction with treatment. If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

Surgery and staffing updates

We have two new Doctors joining us on a permanent basis now they have completed their GP training. Dr Ogilvie and Dr Vaughan-Williams will be joining us in February.

PA telephone line

We have another option for patients when calling the surgery, between 9:00am-4:30pm they can speak directly to the medical secretaries. This is especially useful for patients to get hold of the team without needing to join the queue for the enquires line. However, this will not be used as a back route to get an appointment, if this happens patients will be asked to call back and press the correct option for appointments.

Appointments

We have a range of appointments available for patients – Minor Illness Clinic (MIC), paramedic, advanced nurse practitioner, physician associate, housebound home visit appointments.

PCN and NHS updates – no updates at current time

Extended Access hours

The Porch Surgery is open until 8pm on a Monday evening and from 7:30am on a Tuesday morning (excluding bank holidays). We offer appointments on a Friday evening and on a Saturday every five weeks on a rotational basis with the other 4 surgeries in our PCN. These appointments are face to face on a Saturday morning and telephone on a Friday evening and Saturday afternoon.

Non-Attenders: DNA results for December

Nurse Clinics	37
Livi (GP telephone consults)	18
Phlebotomy Clinic	16
Physician Associate Abdi	8
Immunisations	7
GP	6
Flu	5
MIC	4
TOTAL	101

Family Friends Test (FFT) December 2022 – updated on website

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

We received 265 electronic responses & 2 paper responses out of 2254 FFT's sent. We had a 12% response rate in December.

Results -

98% would recommend us

1% Don't know

2% would not recommend us

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
239	22	1	2	2

AOB

David Gilks – 75-year-old gentleman would be keen to join the PPG. **Action: Please let BD know if any objections**

Action: BD to follow up with PPG members who have not attended the last 3-4 meetings to see whether they would like to continue in the PPG.

Next meeting

Thursday 20th April 12:30-13:30