

## **Patient and Participation Group (PPG) meeting agenda**

Thursday 20<sup>th</sup> April 2023 12.30pm to 1.30pm

The Porch Practice	Dr Tom Gamble (TG) GP Partner Rhonda Ward (RW) Practice Manager - Chair Becky Drennan (BD) Assistant to Practice Manager - Minutes Katie Sheppard (KS) Living Well Team
PPG Committee	Yvonne Le Grys (YLG) Caroline Usher (CU) Steve Lumb (SL) Wendy Hubbard (WH) Susanne Dyke (SD) David Wilson (DW) Pat Sharp (PS) David Gilks (DG)
Apologies	Christina Coats (CC) John Hargreaves (JH) Terry O'Brien (TO)

### **Welcome and apologies**

RW welcomed Dr Tom Gamble, our newest GP Partner who joined The Porch in September 2022. Dr Gamble will be attending the PPG meeting on a rotational basis with Dr Bennett.

RW welcomed David Gilks, our newest PPG member to the group. DG gave a brief introduction of himself to the group.

### **Outstanding actions from previous meeting**

- Confidentiality document – all members to sign at the end of the meeting please, return to BD via reception at The Porch or bring along to the next meeting.
- 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. Sally Hobden (SH) resigned.

Approval of the minutes of the previous meeting – SL and YLG first and seconded the minutes.

### **Primary Care Network (PCN) Living Well Team (LWT) update.**

The Living Well Team is now one year old. There are currently 6 in the team, including KS. KS reported that the team is made up of an Age UK project worker, which is useful as they can tap into those resources.

LWT overview for the year 2022/23

KS reported a very successful year and that the numbers are growing. KS reported the biggest referrer is still the GP teams, with the total number of referrals – 1168

Total Porch referrals – 161

The LWT have made onward referrals to the following places/teams:

Age UK Wiltshire – 185

Community exercise groups – 106

Health workers – 70

IAPT referrals – 59

Alcohol and substance misuse – 39

Benefits advice – 30

Other voluntary community services – 30

Bereavement support services – 28

Health and wellbeing coaches – 20

Other MH services – 16

Community singing groups – 14

Homeless support – 13

Community transport – 12

Citizens Advice Bureau – 11

BD reported there is now information from the LWT on the PPG board just inside reception, on the right-hand side (near the corridor to the two private clinic rooms).

### **Carer's update**

Carer's week - 5-11 June 2023. Carers Week is an annual campaign to raise awareness of unpaid Carers, highlight the challenges unpaid Carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as Carers and access much-needed support.

A message has gone out to any Porch patients that are registered as Carers to check they are still Carers. BD reported a good uptake of Carers health checks here at the surgery.

### **Items raised from members:**

- Pleased to see newsletter on the web site. How many people do you think will access it? (SL)  
BD reported that we cannot access how many people have viewed the newsletter on the website. BD has printed black and white newsletters and left on the side in reception for patients to access, as well as on the website. BD thanked SL for helping with the content for the newsletter. We will aim to do another one around July time.
- As this is a celebratory year for our PPG has anyone any ideas what we could do to recognise it. I had wondered if we could have a small 'do' during our next meeting when we each bring something to the table to share perhaps in the garden if weather permits, or have a meal out in Corsham if finances permit (PS)  
A 25-year celebratory event will be help for PPG members in July 2023. RW reported that Dr Margaret Hatherell would like to join us. **Action: BD to confirm date of event with PPG members.**
- A member of the Food bank has asked if referrals from the Surgery could be made for those in need (PS)  
RW reported that referrals are made from the GP practice as well as the LWT. SL reported that last Easter, 48 families were accessing the foodbank, compared to 100 families the same time this year.
- I have also been asked if there are any concrete plans to share confidential patient records with Pharmacies to enable them to alleviate some pressures from GPs as reported in the press (PS).  
RW reported that record sharing already exists so an out of hours doctor, paramedic etc. would be able to access a patients record if they have opted into the record sharing, however this will provide access to some information but not complete overview. RW reported that the level of access required is appropriate for what the service is commissioned to do.

The Porch can make referrals to pharmacies in the local area via a phone call appointment. The capacity and demand of patient appointments is not in balance and unfortunately routine appointments suffer so being able to refer to pharmacies can help with the demand on GPs.

RW reported that within the PCN, there are 3 pharmacists and 2 pharmacy technicians.

RW discussed the 3 areas of health services – Emergency services, access for patients to GP surgeries and improving appointments within 2 weeks. Access to records – we were an early adaptor, with Wiltshire being the highest in UK.

DG asked whether The Porch has links with the local council. RW reported that Jane Brake is very active within the local town council and RW has formal links with the town council and attends a meeting with them on a quarterly basis.

### **Living Well Team / Airmid stall**

On Tuesday 25<sup>th</sup> April 10-12 noon, Lesley from the LWT and SL from the PPG will be holding a stall in the waiting area at The Porch. This is to raise awareness to patients about the LWT about the types of things they can offer as a service and any events that are going on in the local area. SL will be speaking to patients about the Airmid app and offering to provide a demonstration to those that are interested.

## Sleepstation

Sleepstation is a sleep improvement programme that is available to patients of The Porch through a referral from the GP. Sleepstation helps people sleep well by combining proven psychological methods with personalised support and guidance. Sleepstation can resolve sleep problems like insomnia without medication. For more information, please see - <https://www.sleepstation.org.uk/>

## Surgery and staffing updates

GP team - Dr Klid has left the team on a formal basis but is available as a locum GP for The Porch on an ad hoc basis.

Reception team – Ann Clark has retired, and Kerry Goodship has left the team. We have a new member of the team in reception, Charlotte Miles, who has previously worked at Hathaway Surgery.

Data and Workflow – Izabela Weglewska has joined the existing team of 3 D&WF administrators.

## PCN and NHS updates

There is a new urgent care centre that is being opened in June, It will be based at Hathaway's branch surgery New Road Surgery, 32 New Road, Chippenham, SN15 1HP. This is to relieve some of the pressures on the GPs and to improve access to services. RW reported that there will be more communication to patients when we get more information at The Porch.

## Extended Access hours - no changes since last meeting.

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 March

We had 43 DNA's last month from 3156 appointments.

Nurse Clinics	28
Phlebotomy Clinic	10
Immunisations	1
GP	4
<b>TOTAL</b>	<b>43</b>

We have seen a massive improvement in the number of non-attenders. Thank you to our patients for letting us know if they are unable to make an appointment so the appointment can be offered to someone else.

## Family Friends Test (FFT) March 2023

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

We received 289 electronic responses & 20 paper responses out of 2809 FFT's sent. We had a 11% response rate in March.

Results -

97% would recommend us

1% Don't know

2% would not recommend us

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
273	26	6	3	1

From April we will be using AccuRx for responses & patients will receive a google link after their appointments so we should get a much larger response rate.

**AOB****PPG Post-box**

This has been reinstated in the porch/foyer of the surgery. There are slips next to the box for patients to complete a slip if they want to give feedback/suggestions for the PPG to bring along to the meeting.

**Next meeting – Thursday 13<sup>th</sup> July 2023 12:30-13:30**

This meeting will be a celebration of the 25 years of the PPG in the garden of The Porch Surgery. We will be asking Dr Hatherell to come along to the event as she was inaugural in setting up the PPG.