

Patient and Participation Group (PPG) meeting agenda

Thursday 19th October 2023 12.30pm to 1.30pm

The Porch Practice	Dr Cat Bennett (CB) GP Partner Clare Bryant (CBr) & Kelly Davies (KD) Living Well Team Becky Drennan (BD) Assistant to Practice Manager - Minutes Rhonda Ward (RW) Practice Manager - Chair
PPG Committee	Martyn Couzins (MC) Susanne Dyke (SD) Pete Fairweather (PF) David Gilks (DG) Wendy Hubbard (WH) Yvonne Le Grys (YLG) Steve Lumb (SL) Pat Sharp (PS) Caroline Usher (CU)
Apologies	Christina Coats (CC) John Hargreaves (JH) Terry O'Brien (TO)

Welcome and apologies

RW welcomed our two new members to the group - Peter Fairweather and Martyn Couzins. PF and MC gave a brief introduction of themselves to the group. RW thanked them for joining the PPG.

Outstanding actions from previous meeting

None outstanding, minutes seconded by DG and SL.

Primary Care Network (PCN) Living Well team (LWT) update

CBr and KD from the LWT provided an update to the group regarding the work they have doing across the 5 Chippenham, Corsham and Box surgeries. There are currently 7 members of the team and their focus is to release pressure from the GP surgeries and to offer non-medical, non-clinical advice to patients on aspects such as social isolation, reengaging with the community, housing concerns, helping people to reach out to different resources, or to help create new resources e.g., the team have helped set up a cancer support group.

As a reminder, people can self-refer to the LWT, refer family members as well as being referred by Health Care Professionals.

In September, the LWT team received 149 referrals, this is an increase of 171% since last September. The team had 255 patient encounters across the month and have signposted to many different places. Examples of these are mental health support, the food bank, Alzheimer's support, community groups as well as many more.

The LWT are continuing to reduce the amount of contact patients have with the surgery, for non-medical concerns. CBr and KD gave one example. When KS was involved with a Box patient over an 8 month period (March 23-Oct 23), the practice received 7 consultations. This is compared to the previous 8 months (June 2022 to Feb 23), where the practice received 22 consultations. This is a decrease of 314% in practice contact from this Box patient when KS was involved.

KD updated the group on the work Karen Viner does over at the Springfield Community Campus in Corsham (over the road from the surgery). On average, 36 people attend the gathering, which takes place every other Wednesday. There is an opportunity for people to meet, have a hot meal and socialise with others. For more information, contact Karen Viner (organiser) via email: corshamcommunityclub@talktalk.net or telephone: 07780864026. Please see www.corsham.gov.uk/wp-content/uploads/2022/12/Warm-Spaces-Leaflet.pdf for more information regarding the places to go for 'warmth, friendship and food'.

Action: BD to ask AB to put this information on the website

The Salvation Army in Chippenham also offer an opportunity for people to get help with computers. This takes place on a Friday 10am - 11.30am – Please see website for other events that the Salvation Army offers <https://www.salvationarmy.org.uk/chippenham>

Food Bank Update

History

SL updated the group on the Food Bank in Corsham. It is an independently run organisation that was set up in 2011. It runs 2 days a week, on a Tuesday at Saturday morning at St Aldhelm's Church in Corsham. Telephone and delivery service is available for those who are unable to attend the Church but are in need.

Funding

The Food Bank receives grants from the Department of Work and Pensions (DWP) as well as local businesses and local charities. A certain amount of money is received from standing orders as well as donations of food and money from local churches, businesses, schools, and individuals.

Food Bank Donations

Donations can be left in the white and green collection bins which are in St Bart's Church, Neston Church, Gastard Church, St Patrick's Church, Corsham Baptist Church, St Aldhelm's Church and Corsham Co-Op. They can also be delivered in person.

Who can be referred?

Anyone can be referred; people are able to ring up or come along. The LWT also refer with a stamped green form. 948 individuals have been helped so far in 2023. There has been a 65% increase in people attending the food bank when compared to this time last year. This is due to the cost-of-living crisis, increase in rent, heating etc.

The food bank works closely with local schools, especially during the Easter, Summer and Christmas holidays. At the start of the food bank, 23 families were being supported during the Easter and summer holidays. Today, this has increased to 101 families during those times.

What support do people receive?

People requiring support from the food bank, alongside tinned food also receive vouchers for the local businesses in Corsham i.e., Co-Op, Londis, May's Greengrocers, to spend on fresh food such as milk, eggs, bread, spread, meat and fish as well as toiletries and fruit and veg from the Greengrocers. Those supported may also receive a voucher to help with energy bills.

SL thanked the Porch Surgery, LWT and the local businesses from the chairman of the Corsham Food Bank, for making it a success. It works well due to the generosity it receives.

<https://corshamchurchesfoodbank.org.uk>

PPG 25-year celebration

The group discussed how lovely the celebration was in the waiting room back in the summer. RW thanked members for the time they give up being in the PPG. RW has had a glitch on her laptop and is trying to retrieve the photographs from the event to share with everyone.

Items raised from members

Are there going to be any more Carers Teas with a speaker- they seemed popular in the pre-Covid days. (CU)

RW reported this is something we can look at for the Spring 2024.

In previous years we had evening speakers once or twice a year. The subjects were excellent (sepsis, mental health issues, etc) but unfortunately audiences became low as younger people couldn't leave children, and older people do not like driving at night. A raffle was held at each event, which made a not insignificant sum for the practice to buy or contribute to the purchase of equipment etc. Could an alternative time/venue be found, or are such events no longer of interest? (CU)

RW reported this is something we can look into organising, perhaps in Spring 2024. This would need to be at a venue that was free, perhaps at Springfield, Corsham Town Hall, Corsham Regis (DG has links) or a local pub. RW commented on the fact it would be tricky to free clinicians up from their clinical time during the

working day. The LWT reported they would be happy to organise speakers for this, such as Alzheimers support.

Action: BD and RW to ask Former GP contact if they would like to be involved

More info on the New Road clinic (Urgent Care Centre, UCC) and if people can't travel that far are they still seen at the Porch? (SL)

If appropriate, the UCC will contact patients to offer a telephone / face to face appointment. Those patients will be asked if they can get to Chippenham if they need to be seen face to face. The group reported that the X31 bus from Corsham stops near the UCC from Beechfield Road, Newlands Road and other stops in Corsham. As a reminder, the UCC operates 08:00 to 18:30 on each Monday and Friday. It has been providing a significant proportion of the urgent, on-the-day appointments currently provided by the 5 practices within the PCN. Patients access this service by contact with the GP surgery in the usual way.

Liaison between the surgery and a hospital when a patient is about to be discharged (DG)

If a patient is due out of hospital and more care is needed, it's a social care responsibility. CB reported that we don't necessarily know here at The Porch whether a patient has been discharged – we might find out a week later. The communication between primary and secondary care is not always great, it relies on the patient informing us/booking relevant follow up. With the integrated care record, we can see a little bit of hospital information in a patients record. This is being developed and improving.

2023 Patient Feedback results

National survey that asked about patient experiences of local NHS services. It covered issues such as access to care and satisfaction with treatment. 78% of patients describe their overall experience of this GP practice as good, compared to the National average of 71%.

For the full results, please see <https://gp-patient.co.uk/> – there is a breakdown of practice overview, as well as patient experience.

Surgery and staffing updates

Accurx triage - new appointment booking system has been in place since Monday 18th September 2023

Following patient feedback, we started trialling a new way for our patients to access the surgery back in September. You will be asked to submit your medical request using a quick and easy online form. The system is called Patient Triage and once the form is completed and sent back to the surgery, a Doctor will review the form and determine the most appropriate action based on the information you have provided. Patients who do not have access to the internet or are unable to use the form can still call the surgery and one of our reception team will complete the form with you, this will then be sent to the Doctor in the same way as patients using the online link.

The form can be found on our website or by searching the following link:

<https://florey accurx.com/p/J83010>

This was being used for urgent care only originally, however we have now gone total triage so all routine GP appointments will also be triaged in the same way. Patients will need to fill out the triage form for new or ongoing problems.

The aim of this change in working is to free up more routine appointments for continuity of care.

Patients can book phlebotomy (blood) appointments online; however we have found these have needed to be monitored as sometimes the appointments are booked into inappropriately e.g., slots for blood appointments being booked into for something completely different and inappropriate.

Dr Charlie Berrisford

Dr Berrisford retired from The Porch Surgery on 7th September 2023. We wish Charlie well on his next adventures and thank him for all of his hard work here at the Surgery over the past 5 years!

GP Assistant (GPA)

Bridie Martin (former receptionist) has been promoted into a new role within the PCN as a GP Assistant (GPA). Bridie will still be based here at The Porch and is supporting the GPs in the new triage system and referrals. This role is a mixture of a Health Care Assistant (HCA) and Medical Secretary. It's a mixture of an

admin and clinical role, the PCN will be putting Bridie through University and the role involves shadowing colleagues. Congratulations Bridie!

PCN and NHS updates

The UCC is being developed into residential care and a home visiting model. This should release the pressure of weekly rounds that the GPs here at the surgery currently do.

PCN PPG – there is a another PCN PPG meeting being held in a couple of weeks. This is chaired by Kim Hiles, who is the PCN Manager. TO and BD are attending as representatives from The Porch and will feedback at the next meeting.

Extended Access hours

Flu/Covid clinics have gone really well here at the surgery, with 700-1,000 patients being vaccinated each Saturday. We've had really good feedback. Our next steps are to catch up on the shingles and pneumococcal vaccines.

Non-Attenders: DNA results for August – We had 81 DNAs from 6727 appointments

Nurse Clinics	31
Phlebotomy Clinic	23
Immunisations	4
GP	10 (3 x duty, 7 x routine)
Physician Associate	9
TOTAL	81

Family Friends Test (FFT) September 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 960 responses.

Very Good	821
Good	109
Neither Good nor poor	18
Poor	4
Very Poor	7
Don't know	1

AOB

Next meeting – Thursday 1st February 2024 12:30-13:30 at The Surgery.