

Patient and Participation Group (PPG) meeting agenda

Thursday 5th September 2024 12.30pm to 1.30pm

The Porch Surgery	Dr Tom Gamble (TG) GP Partner Rhonda Ward (RW) Practice Manager - Chair Becky Drennan (BD) Assistant to Practice Manager - Minutes The Living Well Team (LWT) – Clare Bryant (CB) and Kelly Offen (KO)
PPG Committee	Alan Brown (AB) Caroline Usher (CU) David Gilks (DG) Martyn Couzins (MC) Pat Sharp (PS) Steve Lumb (SL) Susanne Dyke (SD) Terry O'Brien (TOB) Yvonne Le Gryns (YLG)
Apologies:	David Wilson (DW) Christina Coats (CC)

Welcome and apologies

- RW welcomed PPG members and Kelly Offen, the new social prescriber within the Primary Care Network (PCN) Living Well Team (LWT). Kelly joined the meeting with Clare Bryant; Team Leader of the Living Well Team.

Outstanding actions from previous meeting

- Organise evening speakers for 2024 – PPG to come up with suggestions of what speakers/teams patients would like to see/hear from.
- Update: DG has suggested a topic around incontinence in women – in discussion with BD and LWT on this. DG to update PPG when more information available.

Approval of the minutes of the previous meeting – CU and AB, thank you.

Items raised from members:

- Cancellation of appointments (SL)

SL raised the issue of needing to call the surgery on line 1 to cancel an appointment but there being no option to rebook, so needs to ring again on line 2 to rebook.

Outcome: As line 1 is an automated message, this is the most convenient way to cancel an appointment. You would need to call in on line 2 to speak with reception to rebook the appointment. To save you calling twice, you could call through to line 2 in the first place to reschedule the appointment.

- Consolidation of drugs on repeat prescriptions (SL)

SL mentioned that it is sometimes difficult to stay in sync when ordering and collecting prescriptions and therefore needs to pick up prescriptions more frequently.

TG explained that when requesting a repeat prescription, it would be worth noting either on the paper form or online whether you can put an early order in, so the prescription pick up is inline. However, with some medications, you can't re-issue until 2 weeks before. Therefore it would depend on a case-by-case basis.

Although the prescriptions pick up time states 3 days on the prescription form, this cannot be changed. It's best to give Shaunaks as much notice as possible for prescriptions e.g. ten days in advance if possible.

Since Brexit, some medications are sparse and therefore are sometimes shortages. Drugs can also change recommendation, so clinicians are advised to change what patients are receiving. However, we cannot contact a patient every time this happens.

- **Offhand service in Shaunaks (MC)**

As Shaunaks is an independent business, if patients talk to you about this, please ask them to discuss with Shaunaks directly.

- **RSV (Respiratory syncytial virus) jab - Is it a brand new “drug” that’s just appeared or has it been around for some time (TOB)**

TG reported that the RSV vaccine has been around for a couple of years, and part of the reason that it’s been introduced as a new rolling vaccination programme is because levels of RSV were high last year.

Those aged 75-79 are eligible for the one-off vaccine, as well as pregnant women. Those who turn 80 years old between 1st Jan and 31st August 2024 will also be entitled to receive the vaccine before 31st August 2025.

Patients will be contacted if they are eligible.

Other questions or discussion points from members

- There have been several mentions in the media about negative long-term effects of some medicines which had been frequently prescribed. Some people have mentioned their concern, which medicines are safe to use, how do patients know about valid research, which medicines should they be prescribed? E.g. the safety of statins (YLG).

There was a discussion around drug safety and the side effects of this new vaccine, as well as other more routinely prescribed medications. TG reported that the RSV vaccine would’ve been trialled and tested in the same way as other vaccines. There will be a list of potential side effects, like all vaccines. This information will be available to patients on the NHS website

[RSV vaccine - NHS \(www.nhs.uk\)](https://www.nhs.uk)

BMA – protect our general practice



BMA - protect our
GPs.pdf

[GPs Are on Your Side: a message for patients in England | British Medical Association \(youtube.com\)](https://www.youtube.com/watch?v=Tds7ML2OfY8)

Full link - <https://www.youtube.com/watch?v=Tds7ML2OfY8>

The group discussed the BMA message that was sent via text message to patients of the surgery a few weeks ago. We’ve received feedback from patients that many thought the YouTube link that was sent was a scam, RW apologised for this. However, the idea of the poster and video was to demonstrate the pressures that GP surgeries are under, and the monetary value of just 30p a day that GP surgeries receive for each patient registered at the practice. Many GPs are leaving the profession due to the increasing demand and reduction in resources. TG reported that we are doing our best, however primary care is the gateway into the NHS, secondary care often transfer patient care back to us once they’ve been seen but we don’t have the funding that we need to offer the number of appointments needed for patients. Please watch the video if you can and share this message with other patients.

Surgery and staffing updates

- Dr Else retired from The Porch in June.
- Dr Haskins left the surgery for his next placement at the end of July.
- Bridie Martin – GP Assistant (GPA) left in September; we are in the process of recruiting a new GPA.
- A new Doctor is joining us in September – Dr Manthan Goomer.

- Dr Georgie Bell and Dr Kat Alker have joined us as trainee GPs. Georgie will be with us for one year, and Kat for 4 months.

Telephony

- There is now a new call back option for patients telephoning the surgery. When patients phone into the surgery, if there are more than 5 people in the call queue, there is now an option for patients be called back. The call will be returned by a member of the team in the order in which they were in the queue calling into the surgery. This option will be offered whilst you are on the phone, whilst waiting in the queue.

Flu and Covid clinics

- All day flu and covid clinics are being run in October. These clinics will run all day on Saturday 5th and 12th of October, and half a day on Saturday 19th October. Further clinics may be added later on, depending on the numbers of patients still requiring the vaccines.

Annual patient survey feedback



2024 Annual
Patient Survey result

BD discussed the annual patient survey, which can be accessed for any surgery on the following site - <https://gp-patient.co.uk/>

Carer's week

BD reported there are still some dates over the summer with things going on for Carers in Wiltshire. Any other events that are happening more locally will be advertised in the foyer at the surgery, as well as on the LWT board in reception and on our website and Facebook page.

Carer's health clinics were run in June 2024 at the surgery.



Carer's week
events.docx

PCN Patient Participation Feedback – meeting in August was postponed until Oct 1st due to works being carried out at Jenner House. October meeting is being held at The Porch. TOB to feedback at next meeting.

Non-Attenders: DNA results for July 2024 – We had 74 DNAs from 8179 appointments. This equates to 0.9% of appointments.

Nurse Clinics	26
Phlebotomy/HCA Clinic	23
GP	11
Physician Associate	6
Immunisations	4
Minor Illness	2
GPA	2
TOTAL	74

Family Friends Test (FFT) July 2024

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

We received 552 responses (521 electronic, 31 paper copies).

Very Good	480
Good	54
Neither Good nor poor	12
Poor	4
Very Poor	2
Don't know	0

AOB

New service commissioned by Wiltshire council which we could use to signpost some of our patients to: **SHOUT**

Wiltshire Council has commissioned a free text message mental health support service available to all Wiltshire residents. Wiltshire residents can text **WILTS to 85258** to access free, confidential mental health support from a trained volunteer who will aim to get them to a safe and calm place. This will include coming up with a plan around how they are going to support themselves moving forward, and signposting to local support services where appropriate. They can help with anxiety and stress, depression or sadness, suicidal thoughts, self-harm, panic attacks, loneliness or isolation, abuse and bullying.

This service is available to Wiltshire residents of all ages, it is available 24/7 and won't appear on the texters bill.

Flu and Covid texts

Query from AB regarding flu and covid booking links being sent to phones that aren't smart phones and therefore unable to follow the link. AB asked whether patients can be emailed links to flu and covid bookings, rather than text.

Outcome: Our system doesn't know whether the device it's messaging is a smart phone or not, so if patients receive the link to book but are unable to book into clinics on their device, please call the surgery to book an appointment into the flu and covid clinic. By receiving the text message means you know you're eligible for the vaccine. Unfortunately, we are not able to message flu and covid booking links via email.

Health Centre next door

- AB has reported he has heard no update on the building as chair of the Town Council.

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



Living Well Team
Information.docx



July 2024.pptx



Hypertension.pptx

CB welcomed KO to the group as their newest social prescriber for the Living Well Team (LWT), as previous GP Assistant (GPA) in the PCN.

There are currently 6 members of staff in the LWT. The LWT offers nonclinical interventions. You can refer yourself, as well as being referred.

There is a new LWT website, which needs tweaking before going live. This will be shared with patients when it is ready.

The team have been trained as stop smoking counsellors and are also working with the centre for sustainable energy, as bills are increasing for people and unfortunately people are having to decide whether to eat or heat.

People in need are receiving vouchers for payments towards heating and assistance with consolidating their bills. The team can help contacting energy companies for patients that are struggling to do this.

Steady Steps – Wiltshire Council

DG reported on a new resource from Wiltshire Council to support people in preventing falls. With around one in three adults over 65 and half of people over 80 having at least one fall a year, Wiltshire Council has created a suite of resources to help prevent falls and to enable more to access support.

[Wiltshire falls prevention - new resources to support people - Wiltshire Council](https://www.wiltshire.gov.uk/article/8151/Wiltshire-falls-prevention-new-resources-to-support-people)

Full link - <https://www.wiltshire.gov.uk/article/8151/Wiltshire-falls-prevention-new-resources-to-support-people>



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Next meeting – Thursday 6th February 2025 12:30-13:30 – you are welcome to come from 12 noon to catch up with other members prior to the meeting.