

**LEDBURY HEALTH PARTNERSHIP (LHP)
PATIENTS PARTICIPATION GROUP (PPG)**

**Minutes of the second meeting held at the Methodist Church on
Wednesday 25th October at 6.00 pm**

Present - Committee: Graham Every, Mary Fielding, Jennifer Harrison, Ray Hunter (Chairman), Elizabeth Hunter (Minutes sec.) Jayne McGlone, Allen Mawby, David Millington Jones.

Present – Members: Monica Clark, Allen Conway, Judy Conway, Brenda Hill, Angela Hunphries, Celia Kellett, Carla Lever, Tim Maxfield, Jackie Sampson, Geoff Sampson, Elaine Toyer, Ros Trafford Roberts, Sally Tudsbury Turner, Hazel Webster.

In attendance: Cllr. Stef Simmonds, Cllr Justine Peberdy, Dr. Sam Cockayne, Physician Associate Matt Hagley.

1. **Welcome.** The Chairman welcomed Councillors Stef Simmonds and Justine Peberdy (Ledbury West & South) to the meeting and Graham Every and Alan Mawby as new members of the Committee. He also introduced Dr. Sam Cockayne and Physician Associate Matt Hagley from the Partnership.

2. **Apologies.** There were no apologies for absence

3. **Minutes.** The minutes of the meeting held on 7th June 2023, which had been circulated, were approved and signed and there were no matters arising.

4. **Presentations** Ray Hunter, when introducing Cllr. Simmonds, said that the purpose of the presentations was to enable those attending to leave the meeting better informed than before about Primary Care in Ledbury Cllr. Simmonds opened her remarks by saying she was very new to the job and it had, so far, been something of a baptism of fire. She made several points:

- Role of Hereford Council:
 - does not provide Primary care as such
 - is responsible for Public Health and promoting healthy lifestyles; an extra health visitor is being appointed
 - does not build doctors' surgeries but is responsible for seeing that new housing proposals are supported by appropriate S106 infrastructure obligations noting that £259K had been allocated to health infrastructure development in Ledbury
 - supports the voluntary sector e.g. Young Minds Youth Centre

Cllr. Simmonds then took several questions from the floor seeking clarification of the above.

Ray Hunter then opened the presentation on behalf of PPG by explaining his slides:

- *Improving the Patient Experience.* Whom does the patient need to see? LHP has a team of 17 Clinical Staff and making the best choice is important – the triage system.
- *What can the Practice do to make Patients happier?* The NHS Annual survey of GP services reports that 95% of LHP patients felt their needs were met at their last appointment but only 13% were content about access to their preferred GP and 60% were not happy with telephone access.
- *Improving the Patient Experience:* With 45% of patients already using online systems to access LHP expanding online services will result in an improved telephone service.

Jayne McGlone then talked through her slides:

- *Care Navigation* is provided by the Reception Team
- *Carer and Patient Support* is provided by a number of agencies but referrals for support and integration between health and social care is patchy.
- *Patient Pathways* are needed and PPG, in offering to lead on this, has suggested that A5 leaflet be designed for blood pressure, diabetes, stroke, dementia, Alzheimers and some cancers.

Mary Fielding talked about Information Provision .

- "How do we find out what is going on?" She suggested that the PPG should be a source of information and its transmission to the patient population.
- She said there had been discussion between the PPG and other relevant parties and one newsletter had been produced.
- Discussion ensued and suggestions proposed included Ledbury Focus, Parish/Church newsletter, Ledbury Reporter and via social media groups.

Dr. Sam Cockayne described the triage system used by LHP.

- The patient calls the surgery
- The call is answered by a receptionist trained and qualified to select the appropriate practitioner by considering
 - is this clinical?
 - is this urgent?
 - the medical team then decides the action to be taken – appointment today - return call later. There is one duty doctor who will decide the role of the team in relation to calls for treatment.

Dr. Cockayne invited questions:

- Councillor Simmons asked how many doctors were on duty at any one time. Was Taurus involved. The answer was one doctor and three or four doing routine clinics. Taurus would be involved via the 111 system Out of Hours.
- Allen Mawby advised that LHP had, at 2,400, too many patients per doctor. NHSE target is 1800, most practices have 2,000 patients per doctor.
- How does LHP cope with a Significant Event? Is there sufficient Clinical Governance? Dr. Cockayne replied that in the event of a significant event, there would be a discussion followed by feedback to doctor and patient.
- Mary Fielding asked the purpose of the online appointment form. Matt Hagley said that it was not detailed enough to remove the need for a follow call and that LHP could not amend the form. He believes that the ICB may be introducing an improved version.
- He undertook to follow up a query from the floor concerning an unsatisfactory telephone call made by an elderly patient.

Conclusion. The Chairman then asked for a show of hands as to the number of the attendees who had used the internet in the last month and about 80% showed.

Post meeting correction. The Chairman regrets that he had misunderstood the ICS Very Senior Manager payment structure which lead him to overstate those pay levels. He was able to confirm that ICB HQ staff number 139 with a salary total of about £8.4M.

Signed *R. S. Hunter*

Date *6/12/23*