**LEDBURY HEALTH PARTNERSHIP (LHP)**

 **PATIENTS PARTICIPATION GROUP (PPG)**

**Minutes of the fourth meeting held at the Methodist Church on**

**Wednesday 6th March at 6.00 pm**

**Present - Committee:** Graham Every, Ray Hunter, Elizabeth Hunter (Minutes sec.) Jayne McGlone, Allen Mawby, Sandra Peate

**Present – Members:** Allen Conway, Judy Conway, Angela Humphries, Elizabeth Humter, Celia Kellett, Councillor Justine Peberdy, Frederick Van Silver ???, Sally Tudsbery Turner.

**In attendance:** LHP PartnerDr. Verity Wilkins,  Physician Associate Matt Hagley, Practice Manager Catherine Simonini.

1. **Welcome.** The Chairman welcomed all those attending and introduced the team from the Ledbury Health Partnership (LHP). He outlined the aims of the PPG and explained the need for improved communications between the Practice and Patients of which LHP has 11,000 over 18 of whom 9,000 have access to text and/or email.

**2**. **Apologies.** Apologies for absence had been received from Mary Fielding and from Lauren Keen from PCN East.

**3.** **Minutes.** The minutes of the meeting held on 6th December 2023, which had been circulated, were approved with an amendment tabled by Jayne McGlone who hoped that the list of carers included those who were full time carers but not included in the “official” list. Catherine Simonini said that the list of 242 was as inclusive as practically possible. The minutes were then signed and there were no matters arising.

**4. Healthcare Developments** Dr. Wilkins spoke as Clinical Director of the East Herefordshire Primary Care Network (PCN). Patient lists of between 30,000 and 50,000 made up the PCN including Bromyard, Cradley, Colwall and Ledbury. The East Herefordshire figure is about 29,000 including Care Home beds. Each group has a Clinical Director and an Operations Manager. TAURUS, the network federation enables and assists PCNs to operate, the purposes of which are to stabilise practices and reduce health inequalities. Additional services include Physiotherapy, occupational therapy, paramedics, care home nurses and pharmacists. The PCN also works to improve patients’ access to Practices’ appointments out of normal hours which is now available on the LHP website. Other communication improvements include the integrated neighbourhood teams as well as links between Practice and care home staff and nursing teams. The County and Integrated Response hub supports and provides social assessment for the unwell.

A question from the floor asked how patients can find out about these services? It was explained that the Practice was the route to them and that the PCN was also able to help with diagnoses of cardiovascular disease, cancer, blood pressure issues and high cholesterol. Past experience, as during Covid, proved that the organisations worked well together.

5. **Practice communication .** Matt Hagley reported that, since the improved website went live, there were approximately 120 visits per day with 50 visits per day at weekends. There is now much more information available and online requests have more than doubled. Requests are generally dealt with within 1-2 days.

This has had no impact on call numbers or waiting times with online requests well up. RH asked what percentage of these requests were clinical and how many were administrative. The answer was about 50/50%. The Pharmacy First line was established on 31st January and this facility deals with more straightforward concerns. It is estimated that half the Practice’s patients use the NHS app.

6. **Practice update.** Catherine Simonini updated the meeting by reporting that the 2 new GPs had settled in well. One of two new nurses had changed her plans and was not now joining. Locum nurses are currently covering the gaps. Dr. Rob Davies is retiring in a couple of months.

The Chairman said the PPG will be encouraging patients to access the plethora of advice now available on the Practice website and it is hoped that enough publicity will also help get the community geared up to the website. There followed general discussion about the pros and cons of digital use and the question of future meetings being held on Zoom.

The date of the next meeting is Wednesday 5th June 2024 at the Methodist Church

There being no further business, the Chairman closed the meeting at 7.00 pm

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Ray Hunter Date …………………………..