

Minutes of Aylmer Lodge and Cookley PPG AGM 24/3/22

Attended by : Corinne Wood (Practice Manager), Julia Stanfield (Chair), Alison Price (Secretary), Cathryn Plain, Barbara Pugh, John Wilson, Elaine Botfield, Barry Hibble, Audrey Jones.

In attendance: Dr Carter.

Guest : Margaret Reilly, Healthwatch

Apologies : Heather Fulcher, Mary Payne.

Julia welcomed members and our guest to the meeting.

Shelagh and Steve Ravenscroft had offered their resignations prior to the meeting because of work commitments. Julia thanked them for their work on the PPG and hoped that they would consider returning if their situation changed.

Dr Carter presented Julia with a bouquet and card from practice staff and thanked her for all her work as chair over the last 4 yrs.

Minutes of the AGM 2021 were approved and signed as a true record.

Matters arising:

Issues with the accessibility of the lift had been discussed several times and advice sought. The constitution had been amended and circulated to members.

Dr Carter's report.

Dr Carter thanked members for their support and said that our PPG was acknowledged in the area for its support and activity.

The pandemic had caused the most massive changes imaginable. The practice had tried to be flexible and follow guidelines but had never closed its doors or avoided seeing patients. They had embraced telephone consultations and video calls and these will now always remain as options, but now there is no compulsory triage and patients can book appointments as before. Covid is still discussed at each practice meeting.

Dr Carter expressed pride in staff and clinicians at the surgery and praised Corinne and Lisa for their excellent leadership.

To date, the practice had vaccinated 67772 patients across the Primary Care Network (PCN). Pace had ramped up again over the Christmas period and the 4th booster for the vulnerable and elderly was now being rolled out.

They had done their utmost to keep patients and staff safe. Most staff had contracted covid. Special care had been taken of staff who were vulnerable or pregnant. There had been particular challenges operating from Cookley because of the difficulty of social distancing in the waiting room.

Going forward, the PCN, comprised of Aylmer Lodge and Cookley, Northumberland House, Wolverley and Stanmore House, was working well together and had opened possibilities for shared staffing, joint funding and shared resources like the physiotherapist and pharmacy team. Challenges were the increasing workload. The substantial backlog of hospital waiting lists also puts more pressure on primary care where those patients are managed.

Q & A.

A member asked further questions about the PCN. Ours has 41,000 patients.

A member commented that media coverage during the pandemic focused on hospitals not on GPs and felt this should have had a higher profile. Dr Carter agreed.

A member expressed concern about access to GPs - patients need information about how the system works now.

ACTION Dr Carter agreed to update the website and Facebook page with details although it was acknowledged that not all patients had digital access.

A member asked if minor surgery had resumed. It had but was limited.

A member asked about the percentage of patients with long covid and whether there were services for this. There were but the percentage of cases was not known, although the practice had been fortunate in experiencing relatively low numbers of covid cases and deaths.

A member asked what the main issues were likely to be in the future. Dr Carter felt that this would be support for patients following the long term impact of the pandemic on loneliness and

isolation. Margaret Reilly said that Healthwatch research had identified a substantial impact on mental health and well being in all ages, but particularly young people. She also commented on the wide variation across practices of access to GPs and the challenges of digital access. Healthwatch found that 16% of people had no access to technology and that income, language and disability were further barriers. Dr Carter acknowledged that telephone consultations were not the best way and that doctors much preferred to see patients face to face.

A member asked about access to mental health services, citing a disturbing case of someone unable to get help. Dr Carter talked about the Health Minds service but explained there were very long waiting lists for counselling . He also spoke of the role of social prescribers.

A member asked for the support of clinical staff to identify a more diverse range of PPG members. A virtual group could help address this but it had not been possible to explore this during the pandemic.

ACTION Dr Carter agreed to take this forward.

Chair's report 2021/2022

Julia presented her report (see attached).

Members thanked Julia for her work as chair and for her service to the PPG of over 10yrs.

Practice Manager's report (see attached)

Q&A

A discussion took place about the low number of complaints and possible reasons for patients' reticence. Margaret Reilly encouraged patients to raise concerns with Healthwatch which could be anonymous.

ACTION PPG to look at the complaints leaflet .

It was agreed that a patient survey would be carried out in the coming year.

ACTION PPG to be invited to look at the questions before circulation.

A member talked about the need to raise awareness of the different roles of clinical staff.

ACTION PPG to look at the patients leaflet that explains these.

Corinne suggested a future agenda item could be ' the journey of a new patient' . She could ask the nurse manager to speak to this.

NAPP membership. This was due for renewal at the end of March. It was agreed to continue membership.

Election of Chair. Cathryn Plain was unanimously elected as Chair.

Alison Price agreed to continue as secretary.

AOB

Several members gave positive feedback about their experiences, and those of others, of the practice.

Margaret Reilly updated the group on the work of Healthwatch . Members accepted her offer to attend again to talk about the Accessible Information Standard. She gave thanks to Julia for her work as chair and for her support of Healthwatch.

Cathryn said that she would like to arrange an informal get together away from the surgery to meet members and talk about possible ideas for the coming year. One could be a 'Get to know your GP' Open Day event which could be held to mark the 10yr anniversary of the opening of the building.

Future meeting dates for 2022:

2pm Tuesday 17th May

2pm Tuesday 26th July

2pm Tuesday 27th

2pm Tuesday 29th November

Alison Price

