**Aylmer Lodge Cookley Partnership PPG AGM**

**Tuesday 14th May 2024 2pm**

**Attendees:** Rosemary, Audrey Jones, Alison Price, Carol Hinett, Margaret Riley (Healthwatch), Sheila Ravencroft, Steve Ravencroft, John, Barbera Pugh.

Lisa Benton (Practice Manager), Sue Knowles (Deputy Practice Manager)

**Speaker:** Dr A S Cole

**Apologies:** Sheila Try, Barry Hibble

**Welcome**

Lisa welcomed everyone and thanked them for attending and for all their continued hard work and support over the last year.

**Approval of previous minutes**

Some outstanding questions from our previous meeting included the possibility of setting up a virtual PPG. LB confirmed that this has been attempted before and was unsuccessful. MR informed the meeting that there are some very successful virtual PPG groups now as since covid people are much more IT confident.

Previous minutes approved.

**Dr A Cole – The Challenges of General Practice**

Dr Cole gave a short talk on the challenges of general practice. Topics discussed included: increasing patient demand, workforce shortages, financial pressure, complex health needs, technological integration, bureaucracy and administrative burdens and patient expectations. With waiting list times in secondary care getting longer we find ourselves busier than ever in primary care. We have now many new staff offering many new services (ANP, physiotherapists, pharmacists, frailty team, care home team to mention a few). This is why the role of the receptionist/care navigator is important, to direct patients to the correct appointment, as sometimes a GP appointment is not the best option. He also explained the role of our Social Prescription team, they deal with ‘non-medical’ issues, e.g. paying bills, housing problems, smoking, weight problems to name a few.

**Matters Arising**

As we are all aware, Cathryn Plain has stepped down as Chair and as of today Alison Price will be stepping down as secretary. Thanks was expressed to Alison for all her hard work and commitment to the group.

At the present there is no interest in anyone taking these roles over. Lisa has said she will actively support the group in a secretarial role until the roles are replaced.

Margaret Riley said this PPG was, in her experience, one of the best, it has always been a pro-active group offering valuable support to the surgery. Helen Perry-Smith from Healthwatch will be a helpful contact and support for the group, Alison will email Lisa with her details.

It was agreed we need to try and expand the group with patients varied in age and more importantly, who agree to be active members of the PPG. Lisa will look at running an ad campaign on social media and in the surgery. It was also agreed to consider running surveys as not everyone wants to attend the meetings but would like to give opinions and feedback etc. This way we could connect with patients who otherwise would not engage. Sheila has kindly offered to come into the surgery and talk to patients in the waiting room about the PPG and set up a table with information on. Barbera suggested we have a promotional week where the whole group gets involved. NAP do something similar, and Lisa will look into this and email the group with proposed dates.

**Chair Report**

No Chair report

**Practice Report – Lisa Benton**

* You may notice we have a few new doctors in the surgery now. These are locum doctors who are helping us due to annual leave and maternity leave arrangements.
* Sister Webster and Sister Heaton are leaving us soon, both to take up positions in surgeries closer to home for them and HCA Tracey Payne is leaving us at the end of the month to relocate to Cornwall. We wish them all well in their new ventures.
* We have recruited a new receptionist/care navigator. Please say hello to her if you see her on the front desk, her name is Lisa.
* 90% of routine appointments are being offered within 2 weeks. This is the national target we must reach.
* Telephone waiting times have risen to an average of 6 minutes. This is likely because we have been running our Covid booster clinics which always result in an increased volume of calls to the practice.
* Our latest Friends and Family survey showed 95% of patients would recommend us and 97% of patients said their last surgery experience was either good or very good.

**Summary of PPG actions since last AGM - Alison Price Secretary**

In May some members attended the first PCN PPG network meeting for a presentation on dementia by the Alzheimer’s Society. In June we held a successful carers event with Worcestershire Association of Carers and Onside’s Wellbeing Service in attendance. Carers who attended said they found it beneficial, many were in crisis. We have held 4 PPG meetings. This was less than usual and reflected staff shortages in the practice. Margaret Reilly from Healthwatch attended our July meeting and talked about their current projects and members completed a survey about recent public health messages. At the October meeting it was decided that the PPG would start a newsletter for patients. A working group was set up to take this forward, but this has not progressed following the resignations of 2 of the members. In March, we heard a presentation from 2 members of the pharmacy team. Other activities have been the installation of a water butt at Cookley surgery, funded by the practice but sourced and installed by our member Barry Hibble. Thanks to Barry for that. The PPG noticeboard has been refreshed. An appointment cancellation button was added to the telephone options because of a suggestion by the PPG. Several members have stepped down during the year and this includes the chair, Cathryn Plain, who resigned for personal reasons with immediate effect in March. Alison isstepping down following the AGM.

**AOB**

* Alison has given Lisa everyone’s details, which will remain safe and confidential. Everyone agreed they were happy to be blind copied into all emails.
* Audrey Jones – Cookley patients now must get two buses to get to Hume Street surgery. Lisa confirmed we now have a nurse and a HCA at Cookley twice a week. Audrey will feed this back to Cookley residents.
* Sheila said after talking to other patients it was clear there is confusion over the surgery booking system. Sometimes it seems you can pre-book, sometimes you cannot. A lot of patients feel the only way to guarantee an appointment is to queue at 8am. Lisa clarified that we do try our best to manage problems on the day, if you are sick you would be seen the same day. We have a lot of on the day appointments, however we can also prebook if a GP has requested it and issued a pink slip. We still get lots of non-attenders, which makes the appointment book harder to manage. The ICB dictate our role, which patients are unaware of, so when changes are made, it is not always at the surgery’s choice.
* Election of chair and secretary – no nominations. For further thought and discussion.

**Date of next meeting**

Tuesday 16th July 2pm