



PPG Meeting

Date: 18 January 2024

Venue: Kingsmead Medical Centre Meeting Room

Present: Ellie Thomas, Mo Morron, Eaimy Eldho, Valerie Mais, Norma Broadhurst, Les James, Lindsey Stott, Mandy Skelding-Jones (from 5.20), Lee Brown, Anita Keal.

Apologies Beth Hanson

1. Introduction

Ellie welcomed Sister Anita Keal, Practice Nurse, to the meeting and described the role of PPG.

2. Minutes and Action Log

The November minutes were approved and the Action Log reviewed.

On 14/23 Planned Activities, Norma outlined the actions she had taken to seek to source support materials for Dental Care/Oral Health for school children and their parents. There had been a lack of positive response to her enquiries from CWAC Community Access. The Dental Hospitals are unable to help, as was a local dental practice. NHS Healthy Start had provided a contact at Starting Well, who provide support for children 0-19 and their families, that she is following up.

Valerie supported the need to widen our coverage to involve parents as they needed to take responsibility in creating a culture of continuity of dental care.

PPG thanked Norma for her efforts and asked that she keep it updated.

Mo briefed PPG on her out reach work with SJD and St Nicholas High school to involve students in supporting the Practice and PPG, providing experience to those seeking to pursue medical careers and enable the Practice to promote medical careers to young people. This had not gone as smoothly this year as previously for various reasons. Ellie said that PPG is keen to continue its relationship with the college and St Nichols' for mutual benefit. Mo will seek to make contact again in September.

3. PATCHS Experience for Patients

Ellie had attended the Practice on 8 January to participate and observe the initial experiences on the introduction of the on-line consultation service, PATCHS. Lindsey is lead for the implementation and introduction. She told PPG that the new system had gone live successfully and the Practice was now dealing with a range of implementation issues.

In response to questions from PPG she outlined what the system is, how it works by asking patients a series of questions on their clinical needs which enables the Practice to prioritise services using AI Triage and medical professionals, and how it aims to improve accessibility to appropriate medical services so patients get the care they need.

There was a concern from PPG members about the loss of personal contact and the difficulties vulnerable people could face in using IT. It was felt that remote communication method like PATCHS could put some patients with complicated medical issues at risk.

Lindsey said telephone access will remain and that the Practice will work with Care UK to provide drop in sessions for patients having problems using PATCHES. Ellie asked PPG members to consider whether they could support the drop in sessions and to inform Lindsey.
ACTION: PPG Members

Mo suggested that the guidance around accessing PATCHS should be reviewed as it could be confusing some patients and causing anxiety. Lindsey said that the Practice is continually reviewing the guidance and the communications around the process.

Valerie asked how quickly the information patients provided is triaged. Lindsey said GPs were constantly reviewing patient information and making decision on priorities and urgency. Where it appears that a patient needs to be seen face-to-face then it will be arranged.

Valerie then asked if there are limits to the number of patients who can access PATCHS at any one time. Lindsey outlined the demand management process that the Practice has in place to ensure patients' safety.

Valerie also asked whether PATCHS was available 24/7 to take requests as the guidance seemed to suggest this. Lindsey said it was only available during working hours. PPG asked Lindsey to review the message on availability to make this clear,

ACTION: Lindsey

PPG also asked for an update and evaluation on how PATCHS is working for patients at its next meeting. Mandy and Lindsey committed to providing this.

ACTION: Mandy/Lindsey

4. Practice Update

- i. The introduction of a new phone system as part of the digital front line has been delayed.

- ii. A salaried GP has started to cover maternity leave.
- iii. Two Apprentices and two new PSCs have started.
- iv. In response to a question, Mandy told PPG that the Practice had not bid for Physician Assistants.

5. Patient feedback

It was reported that patients' discussions with PSCs in the Danebridge Reception can be overheard in the waiting area. It was suggested that covering music is required to provide confidentiality. Mandy said that Ken Power is taking this forward.

6. Any Other Business

Ellie asked Anita for her views on the meeting. She said she had found it informative and interesting. Prior to attendance she had been unaware of PPG. Ellie asked Mandy and Lindsey to consider inviting PSCs to the meeting to help raise their awareness.

ACTION: Mandy/Lindsey

Norma suggested that we ask the various specialist medical professionals to brief us on their roles and the issues they face. Lee will liaise with Mandy to draw up the timetable.

ACTION: Lee/Mandy

7. Closure and Next meeting

After discussion, and with guidance from Mandy and Lindsey on the availability of meaningful information on the PATCHS experience, it was decided to meet on 29 February.

Possible Agenda Items	PATCHS
	PPG Recruitment
	The role of Social Prescribers