

PPG MEETING MINUTES 17th FEBRUARY 2025

- **Welcome and apologies**

Present at the meeting: L G, S E, S C, F B, M D, K H, B B

LG had tried to encourage more patients to join the meeting with posters and flyers in the surgery and highlighting the meeting on the website. Unfortunately, this had not been successful in attracting more members

- **Minutes of the last meeting**

LG had sent out last PPG Practice update via email

- **Talk by HCA**

The group welcomed HCA, Sharon Ridge to the meeting. Sharon has worked at the practice for 27 years, starting as a receptionist and then moving across to a healthcare assistant role. There are currently 3 HCAs in the practice dealing with wound care, ECGs, flu vaccinations etc. Sharon highlighted how her job had changed over the years with HCA's now being able to carry out more complex procedures. One of their main roles is to carry out health checks. An example of this can be Long Term Condition (LTC) reviews for people suffering from Diabetes, Asthma, Arthritis etc. Usually a patient will be called in by the surgery around the time of their birthday to review how they are getting on and carrying out any blood tests which are needed for this condition. FB asked what blood tests can be done at the surgery? Sharon confirmed that they were only the ones connected to the LTC. Any other blood tests needed to be booked at the Pathology lab. Health checks are also carried out on carers to ensure they too are being looked after. The surgery will contact anyone identified as a carer and invite them in for a review. Sharon also carries out a Spirometry check on eligible patients which helps support the wider clinical team. At present the HCAs are waiting to go on an ear syringing course. This had been phased out in general practice but had recently been reintroduced. Unfortunately training opportunities are limited and there is no trained member of staff following the retirement of 2 nurses last year. The practice hopes to be able to offer this service again in the future.

- **Practice update given by LG**

Latest Friends & Family results :-

Would recommend the practice –

Total Responded in Dec = 68

52 extremely likely

8 Likely
2 unlikely
6 Neither Likely nor Unlikely

Total Responded in Jan = 68

51 extremely likely
12 Likely
3 unlikely
2 Neither unlikely nor likely

LG informed the group that Emily the nurse will be leaving next month. An advert is out at present to recruit her replacement.

The practice has welcomed a new doctor, Dr Kavya Nair, who works 3 days a week.

Weldon now has expanded Thursday clinics to the whole morning, starting at 9. These are open to Studfall patients as well as Weldon residents. Dr Nair and Dr Adebayo alternate covering these clinics.

A television screen is now in place in reception which gives out information such as Pharma refer and vaccinations as well as calling in patients for their appointments

The Practice is currently asking all clinical staff and pharmacists for their biography for the website so patients know who is who, and why we would refer patients to them. This will also go up on the noticeboard in the surgery so that patients without access to the website will be able to see this information. This was an important point made by the PPG at a previous meeting. KH commented that the posters available in the surgery are limited and not very helpful. LG will feedback this comment to the Practice Manager.

The Practice is applying for a silver award for our carer's accreditation and need to identify young carers. LG asked if anyone had any ideas how to help identify this. The practice has made a great effort to try and identify carers and give them support where needed. Debbie, our carer's champion, has worked hard to achieve this. She will be invited back to speak to the group in the future to give an update.

The Practice is applying for funding for an automatic door for Studfall as the current one is very heavy and difficult for patients with disabilities to manage.

- **AOB**

Newsletter - LG handed round a copy of the Woodsend Medical Centre PPG newsletter and asked if anyone in the group would be happy to produce a new one for Studfall? A previous newsletter had been produced by the group last year, however the creators of this had now left the group. FB and KH both agreed to look into this with the support of LG. LG also asked whether it would help for any members of the PPG to visit Woodsend's next PPG meeting as had happened with previous members? This was of interest to the group and LG will follow this up. The group were concerned that they did not have a focus or know what is expected of them and LG hoped this might help them. The group also asked that Dr Winters or the Practice Manager speak to the group. This will be followed up by LG

A general conversation then took place regarding changes that have taken place since the merger of the two practices. KH was concerned that there were not enough appointments and asked who the doctors are who work at the practice. LG gave an overview of who the doctors are and explained that the number of appointments per day may vary depending on if the medical students were in practice and also if the prescribing nurse was in that day. On average GPs had 14 appointments in the morning and 14 in the afternoon. On top of this they will have tasks booked into their clinics where reception can put in queries and med requests. This was a better way of managing requests for GPs. The surgery offered same day appointments which open up at 8am and 12.30pm as well as pre-bookable appointments. The pre-bookable ones do get booked up very quickly. MD also commented regarding the call back system.

KH had commented on the lack of information and support regarding menopause. LG felt this was something that the PPG could help with and will look into possibilities.

The group asked how many routine appointments are available on average each day? Also how many missed appointments are there? Would it be a good idea to highlight this in the surgery? How much does it cost the NHS? KH asked how the practice handles this? LG will feed back to the Practice Manager and update the group when possible.

FB complimented the practice's Pharmacist Jaison, finding him very helpful and informative. The group enquired what the pharmacist's role was in the practice which ranges from dealing with med requests/queries, seeing patients for reviews and processing clinic letters.

KH also wanted to pass on her compliments to the reception team

The group agreed that they would like to share email addresses to make it easier for communication.

The next meeting was agreed as **Monday 7th April** (time to be confirmed)

Action Points:

- FB and KH to look at producing a newsletter
- LG to speak to Practice manager regarding queries and feedback to group
- Invitation sent to Dr Winters and Practice Manager to attend a PPG meeting
- LG to see if members can attend Woodsend PPG meeting
- LG to look into how we can support those going through the menopause

Meeting ended 7.30pm