

Patient and Participation Group (PPG) meeting minutes

Thursday 6th February 12.30pm to 2.00pm

The Porch Surgery	Dr Cat Bennett (CB) GP Partner Rhonda Ward (RW) Practice Manager - Chair Becky Drennan (BD) Assistant to Practice Manager - Minutes Adam Williams (AW) – IT and Data Lead
PPG Committee	Alan Brown (AB) Caroline Usher (CU) Terry O'Brien (TOB) David Gilks (DG) Martyn Couzins (MC) Pat Sharp (PS) Steve Lumb (SL) Susanne Dyke (SD) David Wilson (DW)
Apologies:	Living Well Team (LWT) – Clare Bryant (CBr) Yvonne Le Grys (YLG) Christina Coats (CC)

10-year health plan for the NHS: Our NHS is broken, but not beaten. Together we can fix it.

1 hour session with Dom Hall - People and Communities Engagement Specialist from NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board.

If you were not able to make the meeting, [start here, to tell us how the NHS needs to change](#). This session was run independently by Dom with members of the PPG.

PPG meeting with Porch team

Welcome and apologies - The group welcomed Adam Williams, our new IT and Data Lead.

Outstanding actions from previous meeting

None outstanding - approval of the minutes of the previous meeting – CU and AB, thank you.

Items raised from members:

Pharmacy Survey (AB)



Pharmacy
survey.docx

AB raised this with information on the attached regarding a second pharmacy in Corsham.

Protocol for communicating a terminal diagnosis (DG)

DG reported a patient from another surgery receiving a terminal diagnosis over the telephone whilst driving their car, DG wondered if there was a protocol for communicating this information at The Porch.

Dr Bennett reported that we don't have a protocol as such, however she would avoid doing this over the phone where possible. It would very much be a case-by-case basis however given that it is a very sensitive topic, she would hope to have someone there to support the patient or if needed to call to perhaps give the patient a heads up over the phone.

Souper Friday (DG)



SouperFridayposter
.pdf

The Living Well Team (LWT) are strengthening their links with the team running Souper Friday 10am-1pm on Fridays at the Baptist Church on Priory Street in Corsham. DG reported it being a very well structured and welcoming group. They have a debt councillor in attendance and reported that the coffee is excellent!

There is a poster for Souper Friday in the waiting room. DG has left some Steady Steps booklets at the Baptist church also. Attached below is the Steady Steps booklet as discussed in previous meetings.



Steady_Steps_Booklet.docx

Women's Health: 'Addressing Bladder Issues'

TALK POSTPONED March – NEW DATE Thursday 12th June 2025 12:30-13:30 at The Porch Surgery

Lunchtime talk in the waiting room aimed at women – Claire Fitzpatrick from 'Fitz and Physio' guest speaker as well as one of our patients.

Poster to advertise women's lunchtime talk will be advertised in April.

Inside Health – urinary incontinence is a topic that will be discussed on BBC and the psychology of embarrassment.

Surgery and staffing updates

- Adam Williams - IT and Data Lead joined the team in January 2025
- Holly O'Hara-Ball - GP Assistant (GPA) employed by the PCN joined us at the end of last year. The GPA role is a hybrid role which is between a Health Care Assistant (HCA) and Medical Secretary. Holly's role involves complex admin and face to face contact with patients doing interventions such as smoking cessation. Holly also works our Monday evening Extended Access sessions.
- From February 2025, we will have four trainee Doctors joining or returning to us – Georgie Bell, Susi Lenguier, Angela Zhang and Anna Waldoock

RW highlighted that it may seem like we have a churn of doctors, however we are a proactive training practice and therefore we have a number of trainees that come and go. Depending on which stage of their training they are at, they will either be with us for 4, 6 or 12 months. Dr Ogilvie and Dr Vaughan-Williams both had their trainee placements with us before they qualified and then stayed with us and employed as salaried Doctors.

Whether we can keep the trainees on after their placements depends on whether we have vacancies and funding.

A member of the PPG asked about male to female ratios of doctors at the surgery. RW reported us having 3 male partner GPs and 1 male salaried doctor.
3 female partner GPs and 2 female salaried doctors.

Screen in reception - Demo by PPG member

We have a new screen in the waiting room that is interactive, patients can access our website, it also advertises local businesses.

RW asked if anyone would be willing to learn how to use the screen to demo it to other patients where needed. AB kindly volunteered.

ACTION: BD to give AB AW's email address to get in touch.

Spring Covid boosters

Saturday in April 2025 – Information and invites will go out to patients that are eligible shortly.

PCN Patient Participation Feedback

January 14th 2025 meeting was cancelled, no rearranged date yet.

Non-Attendees

DNA results for December 2024 – We had 99 DNAs from 5003 appointments

Nurse Clinics	48
Phlebotomy/HCA Clinic	23
GP	13
GPA	6
Minor Illness	4
Physician Associate	3
Immunisations	2
TOTAL	99

RW reported that unfortunately the number of DNAs is not reducing however there is some technology that we might be able to use in the future that has been agreed by NHS England that predicts DNA's. This artificial intelligence (AI) will conform with all rules and regulations that are required.

Family Friends Test (FFT) January 2025

Patients were asked 'How likely would you recommend our GP Practice to Friends and Family if they needed similar care or treatment'.

We received 527 responses (505 electronic, 22 paper copies).

Very Good	463
Good	44
Neither Good nor poor	11
Poor	4
Very Poor	2
Don't know	3

AOB

A PPG member reported that the Pharmacist in Box is closing. There are currently 7 pharmacies in our PCN – 5 in Chippenham, 1 in Corsham and 1 in Box.

Next meeting – Thursday 3rd July 12:30-13:30 (sandwiches from 12 noon)