



Portchester  
Practice

## The Portchester Practice Patient Participation Group

### Minutes

**Saturday 17<sup>th</sup> August 2024 at 9am**

#### **Present**

Iris Grist – Chair

Jane Gillespie – Patient

Margaret Farrar – Patient

Jill Carter – Patient

John Groves – Vice Chair

Audrey Welsh - Patient

Dorothy Dicks – Patient

Penny – Practice Rep/Minutes

#### **1. Welcome & Apologies**

Iris opened the meeting and invited all present to introduce themselves. Jill Carter, a new member who is attending for the first time was welcomed and given a further information pack. Jill feedback that the new members Welcome Pack was helpful.

#### **2. Safety Sheets**

Signed by all present

#### **3. Minutes of Previous Meeting**

Agreed – proposed by John & seconded by Dorothy

#### **4. Matters Arising**

**Decorating of Practice** – Audrey suggested that we could get a local painter & decorator interested in doing it for charity/social responsibility. Audrey felt that as long as there was a contract to do the work, even if the charge was zero, then it would be covered by the Practice's insurance. She also suggested community payback by offenders could be an option. Penny will talk to Doug about this.

#### **5. Any Other Business**

Telephone Calls – from Jill (via Mary) and others seem to have experienced this also – when someone calls from the Practice, they only wait three rings before hanging up, not giving people a chance to get to the phone. Penny will take this back to the Practice.

#### **6. Recruitment**

There have been 4 new members join this year (Nick, Alison, Sarah & Jill). It was acknowledged that Pauline has done a lot of work for this, putting up posters and leaflets around the local area. Iris asked everyone where they heard of the PPG

- Leaflets in Reception
- Canvassing on market day in the precinct
- Via a relative
- Poster by clock in the waiting room
- Talking to Doug

One member said they joined to “make a difference” after having a bad experience with a GP.

Other suggestions included:

- Writing an article for inclusion in one (or more) of the local free magazines (InTouch/Stay Local) letting people know what the PPG is, how it works, what it does and that it is recruiting. Jill said she would be happy to write an article.
- Audrey thought there was also a new free magazine being started up – she will find out details.
- Using Voice4Portchester and Facebook
- Audrey also suggested a small piece could be written for The Portsmouth News who often use filler bits on a slow news day

Iris noted that the PPG currently has the maximum 14 members, but it would be nice to have a waiting list as there were likely to be two retirements in October.

## 7. Practice Update

- **Update of Practice Staff** – 1 member of reception leaving & 2 recruited. New retained GP starting in September & 3 new GP Registrars (qualified doctors who are training to be GPs) started last week.
- **Update on computer equipment & possible training** – no further news.
- **Effects of recent IT problems** – Practice coped well. Has Business Continuity Plans in place which were used successfully. No patients turned away & Practice stayed open. Notices added to FB/Practice Website/phone message to keep patients updated.
- **Update of Disabled Parking** – hedges were cut and edges tidied last week and they seem to have made a difference to the hump between the disabled spaces. Jill suggested that if the humps were removed there would be space for 3 disabled spaces
- **How to help patients without technology** – Receptionists will do eConsults for those without technology over the phone. Prescription requests can still be posted through the letterbox at the front or handed in to reception.
- **The link between primary & secondary care – how is it working?** Penny explained that discharge summaries are read and coded by the readcoders and any with GP Actions, such as further tests needed or medication changes made in hospital, are sent to the GP for action. Iris said she had been told by a patient that she had not been contacted by the Practice after her discharge said she would.
- **The possibility of public talks or session, etc. By a physio?** It was felt that it would be useful to have a tutorial around being able to get up from the floor after a fall. It was mentioned that this could be as a short video on the TV in the waiting room and a link to it on the website, as well, if possible. Would be good for the “captive audience” to watch while they are waiting to be seen.

## 8. Report from the HIOW ICB Meeting by Audrey. How this may be changing by Iris.

Audrey kindly ran through the last zoom meeting. Her report is attached. Highlights were an interesting discussion about whether PPG were run by the Practice or independent. Most felt they should be independent. They are hoping to host another talk about “gut health/biome” as the previous one was vastly oversubscribed. There was a discussion regarding supporting people with no IT ability. A member of the group is a member of a national forum regarding eConsult and is happy to feedback problems as it is not going away so we must learn to work with it. Audrey also asked if they could have DNA figures for the Practice from March to June this year as actual figures and as a percentage. They will be looking at why this happens and how to improve these figures.

Iris received an email in May from the ICB saying that they wanted to work with PPGs in the area & asking them to attend a meeting. Iris attended along with around 9 other people! There was no agenda, they just wanted to see what came up (people without IT came up) and there were no minutes produced. The plan was for there to be one Hampshire group meeting 3 times a year with the aim of sharing the good ideas. Iris felt it seemed like a tick box exercise as it doesn't seem to have any actual aims. There is another meeting on Friday next week which iris will try to attend. Audrey may also attend.

**9. Survey**

A couple of amendments were suggested for the survey. These will be added and Penny will show it to Doug for approval before printing

The Flu/Covid clinics will be held on 5<sup>th</sup> and 12<sup>th</sup> October – Iris will ask for volunteers to give out the surveys once we know what the timings will be. Jane said she would be happy to help collate the completed surveys.

**10. Volunteers Needed**

A stand in is needed for the next HIOW ICB meeting by Zoom on 17<sup>th</sup> September. Audrey said it is an interesting meeting to attend

Communications Secretary needed – this is being covered by Iris at the moment

**11. Any Other Business**

None

**12. Date of Next Meeting:**

Saturday 16<sup>th</sup> November 2024

Saturday 15<sup>th</sup> February 2025

Saturday 17<sup>th</sup> May 2025