

THE MANOR PRACTICE

Dr Mark Forshaw Dr Fraser Hewett Dr Ana Dasgupta
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

Meeting Agenda – PPG Meeting 13th January 2025

Chair – Sue Kay

Minutes – Amy Jackson

Attendees- Angela Cornwall, Tom Forrester, Richard Austin and Perdeep Muthi

Apologies- Leanne Hoye, Dr M L Forshaw

Agenda items:

Raised by	Agenda Item	Action Owner
	Introductions - New PPG applicant, Perdeep, attended the meeting. Welcome!	
Sue	Chair report – Opened a discussion regarding A&E and the current pressure the department is facing. News articles suggest the majority of patients attending A&E present with breathing difficulties, is this due to not enough patients receiving the vaccinations either because they aren't eligible or decline the vaccine, are people attending A&E due to lack of GP appointments available and does everyone attending A&E actually need to attend/call an ambulance?	
	Practice News – nothing at present	
Sue	CCTV - This is a high priority for the PPG and feel it should be arranged ASAP. Leanne to give an update at the next PPG meeting	LH
Sue	Open day – Agreed date is 05.04.2025 at James Preston Health Centre. Planned opening time is to be 10am – 2pm. The PPG have planned meetings in place to arrange the representatives.	LH
Sue	Website - PPG minutes and chair reports are not on the website. Sue also feels the website needs updating as it has items on there from 2023.	LH
Tom	Appointment system – Feels the appointment system needs relooking at. Attended the practice one afternoon to book an appointment and was told to call back the next morning. Called the next morning and was told there are no appointments and to go to the pharmacy. Attended Vesey pharmacy who then advised there is nothing they can do and to go back to the GP. Called the GP once more and was told no appointment available and to call 111. Called 111 who advised to go back to his GP. Was eventually added to the Duty Dr list and was called in to see the GP and prescribed antibiotics. Tom feels that the appointments should not be first come, first served. Amy – advised that reception staff are trained on how to appropriately triage patients and that not everyone is offered an appointment if it's felt the pharmacy or an alternative service is more appropriate. Reception are encouraged to use Pharmacy First if suitable meaning if a patient calls with a suspected UTI / sore throat / ear infection etc, then a	

	<p>referral should be done to the pharmacy. They do have a hard copy of a triage pathway available to them.</p> <p>Same day appointments are available for the morning and afternoon however they are released at 8am on the same day. If all of the same day appointments are gone and it cannot wait, then the patient will be added to the duty doctor list where a clinician will triage the patient and either call them in to be seen or sign post them to the most appropriate service.</p> <p>At 13:30, prebookable appointments are released but for two weeks in advance however, due to the demand for appointments, the prebookables are also often limited.</p> <p>Richard recalls Dr Forshaw saying there will be more GP appointments available due to the GP collective action. I advised there are actually less appointments available because the appointments have been amended from 10 minutes to 15 minutes, also as per BMA guidance, GP contact has been limited to 25 patients a day. However before the collective action, GP's were having to follow up patient's that are under the hospitals care and should have been followed up by the hospital. As we are no longer following these patients up, this means there are more appointments for our patients.</p>	
Sue	<p>Advanced meeting to reschedule – 05.05 is a bank holiday so the meeting in May has been moved to 19.05.</p> <p>The meeting on 30.06 will remain the same</p>	
	AOB – Can the rolling screens in reception be turned on please and updated.	LH
	<p>Communication books – Good feedback received in the communication book at Ashfurlong. One comment was left advising they had an hours wait to be called in by the GP. Sue has responded.</p> <p>No new comments left in the book at James Preston.</p>	

Date of next meeting – 24th February 2025

PPG CHAIR REPORT

MONDAY 13TH JANUARY 2025

Welcome to the meeting, the first of 2025. Happy new year to you all.

As with any winter, GP's and hospitals become under more stress than ever with seasonal illnesses. To assist with trying to do our bit with the situation, we have to look at if we can improve the role out of flu vaccines more. Can more people have the vaccines, can the criteria be widened, are those eligible refusing and if so, why?

Do we as patients –everyone is after all- have time for, or able to access self-care. Do we really need our GP for flu like symptoms where possibly a chemist or pharmacy can be our first option? More importantly do we really need to use A&E?

In a global world, it is not surprising that illnesses can be spread easier and faster. This will naturally increase pressure on our NHS, so, what is the answer? Is there one? If it was an easy question to answer, our NHS would not be in the situation it is in now. Each and every one of us has opinions on what is wrong and what should be done. In a country where the population is increasing rapidly, the answer is unfortunately not that straight forward.

With this gloomy perspective, it is important that we try to think positive. Our NHS is free and healthcare teams across the spectrum are working their hardest for all of us.

Maybe we, as PPG, moving forward and returning to the flu subject earlier, can support patients at the flu clinics. This will mean supporting the practice as well as liaising with patients. It would mean asking patients if they are aware of anyone they know refusing the vaccine and why? Do these patients feel they benefit from the 'jab'?

This leads me on to generally be thinking of patient surveys, face to face as well as a copy on the website. It is important that we communicate with patients regularly to give more of a representation at our meetings.

As our open day in April grows closer, it's an opportunity to do and promote these surveys. As a PPG, we all need to raise our profile to patients.

To finish, it's been a thought based report this meeting. I wish to thank members and practice for their continued support. It's very much appreciated.