

PPG Meeting Minutes –Wednesday October 10th 2018

Present

David Cummings
Elizabeth Bott
Marilyn King
Ellen Walton
Elizabeth Morgan
Kate Bushell
Claire Ambrose
Janette Mason
Brian Newmarch
Sue Proctor
Ruth Parry

Apologies

John Davies (Chair)
Jean Evans (Vice Chair)

Agenda

- 1. Welcome & Apologies**
- 2. Practice Pharmacist update**
- 3. Patient Fund**
- 4. Recruiting new PPG Members**
- 5. Members Engagement**
- 6. Joint Cluster PPG meeting**
- 7. Minutes from PPG Chairs**
- 8. AOB**

1.0 Welcome and Introductions

Marilyn kindly chaired the meeting. The minutes from the previous meeting in June were reviewed and agreed to be a true reflection of the meeting. There were no queries.

2.0 Practice Pharmacist update

The practice now have a pharmacist in place 2 days a week, her name is Sara Gonzalez – Fernandez.

This is an evolving role, Sara will review medications and if any changes can be made she will discuss this with the Doctor. The pharmacist also has appointments with patients over the telephone and face to face.

3.0 Patient fund

There was a discussion surrounding the patient fund, There had been no meeting since the last PPG meeting therefore no updates were provided. The trustees are going to arrange a meeting away from the practice.

4.0 Recruiting new members

There was a discussion surrounding the hope of recruiting new members to the PPG. Janette (Practice Administrator) has been in touch with the university regarding this and they have added info to their Facebook page. Ruth also tried to recruit some new members during a volunteering session at the practice. Unfortunately this was unsuccessful.

5.0 PPG members engaging with Patients in waiting room

Ruth kindly came along twice to speak to patients in the waiting room, she talked about the services the practice offers including; Patient access, booking appointments online, eConsults etc.

Ruth highlighted that it was fairly quiet when she came in and thought it might be better to attend at a different time of the day. If anyone else would like to come along it was agreed to email Janette to show your interest.

6.0 Joint Cluster PPG meeting

Rachel Owen (PPG Chair Northgate Village Surgery) has emailed Janette asking if any of our members would be willing to attend a joint meeting. Janette replied on behalf of the PPG to say this would be definitely something our PPG wanted to be involved in. She has yet to confirm a date but one will be circulated after Christmas. Updates to follow accordingly.

7.0 Minutes from PPG Chairs meeting

There was a discussion surround circulating of the PPG Chairs Meeting minutes. Janette will get these from John (CHAIR) & circulate. (ACTION)

8.0 AOB

8.1 Flu clinics

There was a discussion regarding the practice flu clinics. It was discussed that a total of 2911 patients were invited, This includes over 65's, at risk groups, pregnant ladies & children for nasal flu. It was highlighted that there is a national shortage of the over 65's Adjuvanted Trivalent vaccine, a further delivery is scheduled prior to our last clinic. Marilyn has kindly offered to attend the next flu clinic, (date of clinic Oct 20th 8.30 – 1.30) to assist patients into correct room and to also ask patients to prepare for the vaccination. We will also put some posters up asking patients to take their coats off and roll up their sleeves. The last clinic is November 10th 8.30 – 12.30 if anyone is available to help out please speak to Janette.

8.2 Wellbeing coordinator

There are two wellbeing coordinators in place across the cluster, they are not medical professionals. There are available to support and signpost patients that have long term health conditions to address social issues that

are having a detrimental impact upon their lives. The role is about helping people to build personal resilience in self- managing their own health and wellbeing. This service can be booked directly into Monday to Friday - there is also availability at extended hours.

8.3 Mental Health

On the day of the meeting it was World Health Mental Health Day. One of the members asked about the services provided for this. Dr Bushell explained the process in that a referral is made by the GP, the patient then has to opt into the service. The patient will have an initial assessment which can take up to 8 weeks then the patient will go on a waiting list for the appropriate counselling. For some therapy services there is a 2 year wait. The surgery doesn't have much involvement with referring children as this normally goes through the school nurse.

8.4 Mental Health first

There is a possibility this may go ahead within the cluster (bookings would be similar to physio first and Wellbeing)

8.5 Econsult

The eConsult service went live in April 2016. The practice has processed 1849 eConsults. This on average is saving the practice 12 appointments a week. It was discussed that whilst the students go home over summer etc. the numbers do decrease slightly.

8.6 TV screen

One of the members had attended the first flu clinic and wanted to mention how impressed he was with the information on display there are a lot of visual slides and lots of useful information.

8.7 Post meeting

See following message from Ruth - With reference to the cutbacks in posts in the AMH counselling team, the counsellor also told me that one of the 4 jobs went to a 76 year old lady who only works one day a week and she was given 2.5 days which she didn't want. What is going on with the service?! Are they hoping she will retire and further reduce head count? Just letting you know as you may be able to raise awareness. On World Mental Health Day, the BBC tells us what they want us to hear, but the reality is a far cry. I suppose this also puts a greater load on to the GPs as people will turn to them for help in the meantime. Maybe the Well-being Coordinator can help.

Proposed date for 2019 meetings 1.30pm-2.30pm

All Meetings will take place on a Wednesday.

February 13th, June 12th & October 2nd (these dates are subject to change)