

Notes of the Hanham Health PPG Meeting  
Held at the Chair's address.  
Monday 10<sup>th</sup> August 2020

**Present:** Kelly Cole (Practice Representative), David Osborn (Chair), Heather Thomas (Vice-Chair), Judith Norley, Mike Vernon, Sarah Warren, Mandy & Thomas Brooman, and Margaret Slucutt

**In attendance:** Maisy Griffiths – HealthWatch

**Apologies:** Dr Paul Taylor and Alison Wilmott.

1.	<p><b>Welcome</b> DO thanked everyone for attending his BBQ garden meeting. The meeting thanked DO for his hospitality.</p>
2.	<p><b>Apologies</b> As above.</p>
3.	<p><b>Matters Arising</b></p> <p>i) End of Life Care Booklet – JN said she had talked with DO as she felt that she felt that advertising within the booklet to pay for its printing wasn't what she wanted. It needs to be controlled document so ensure we know the latest edition. <b>Action DO to send to other PPG's in our network</b> <b>Action MS to ask LF at CCG about the wider PPG's access to the document.</b> Printing could be costed per surgery pro rata. <b>Action MV agreed to get price for printing</b></p> <p>ii) Liaison with PPG's in the Primary Care Network – DO said that only 2 surgeries attended. Minutes had been shared but not much was achieved. <b>Action MG said she wanted to get more involved in the PPG network in South Glos</b></p> <p>iii) Status of pharmacy at Hanham Surgery – Still in negotiation</p> <p>iv) A) Patients missed from shielding list. – DO said he felt he had got nowhere with the issue and this seemed to be a nationwide problem, not just our CCG.</p> <p>B) Communication with patients who are not digitally engaged – DO said there were 8000 patients who did not get the update letter from the surgery. It was felt that in case of further civil emergency all patients should be contacted. DO had created a draft form ,which patients not digitally engaged, could be given or picked up in the Library, Pharmacies etc and South Glos Council could be asked to include it in their resident post out. The form would ask people to elect someone to be informed who does have a digital appliance</p>

	<p>relating to non-confidential /personal information.  <b>Action: All comments to DO</b></p> <p>v) Monitoring patients on Omeprazole and other proton pump inhibitors – DO has made comment to the BNSSG CCG about the lack of check-ups for patients on this type of medication.  <b>Action: Need to encourage Pharmacies to encourage people to read the information with their medication</b>  <b>Action: MG would like to hear of instances where people have not received the check-up whilst on this group of medications.</b></p>
4.	<p><b>Coronavirus Pandemic</b>  Consultations at the surgery are continuing remotely. Face to face consultations are less frequent but the patient would have had a telephone triage before given an appointment.  Diabetic check-ups are still being held remotely  KC is working with the surgery leads on how best to move ahead.  Oldland surgery is still shielding secure but some general patients are attending the surgery to ensure enough capacity.</p>
5	<p><b>Blood tests requested by hospitals to be carried out by surgeries prior to hospital procedures</b>  JN shared the issue. KC said there was no agreed procedure. It was a long term disagreement with secondary care. Primary Care are not paid to do these tests.  <b>Action JN to talk to MG who would raise the issue at CCG</b></p>
6	<p><b>Patient concerns expressed to PPG – Home Blood Pressure Monitoring</b>  DO, further to his email, expressed concern that people may not be able to afford to purchase their own blood pressure machine. KC is trying to ensure a template.</p>
7	<p><b>New website</b></p> <p>i) PPG comments on website – DO and MB have been involved in the development of this new website. It was agreed stock pictures to be used on the PPG page.  A link will be sent out for comments.</p> <p>ii) Facility for patients to email PPG directly – there is no email facility for the PPG but KC is working to ensure there is a link via the new website to improve communication.</p>
8.	<p><b>Flu Campaign 20 -21</b>  Opportunities to improve communication with patients.. – The dates of flu clinics are now advertised and run across the week. Help from PPG members would be appreciated.  Clinics for the patient cohort aged 50 - 65 are still be agreed.  <b>Action</b> Let KC know if you can assist.</p>
9.	<p><b>Improved access / extended hours</b>  KC is talking with Dr Fay about improved access  Extended hours relates to early morning, phone calls but KC asked for</p>

	<p>ideas. MS suggested that a special time could be made for autistic people or people with dementia who struggle with the noise of a busy surgery. DO suggested that veterans could be considered for spare slots.</p> <p><b>Digital Inclusion</b> – MG said that several voluntary groups were now getting together to discuss the issue led by South Brooks Community Partnerships.</p> <p>The Mutual Groups who came together during the lockdown were now looking at what they could continue to offer. BS30 Group are setting up a website as a noticeboard and BS15 are looking at how they might continue.</p>
10.	<p><b>Any Other Business</b></p> <p>MG had leaflets to share</p> <p>The Courier Service needs to be continued longer term. HT, SW, JN and DO to arrange with KC. MV suggested that Kingswood Community Transport might be able to help transferring the documents between Whittucks Road and Oldland Common surgeries.</p> <p><b>Action : KC to discuss arrangements with MV</b></p>