

Hanham Health PPG Meeting

Note of the meeting held on Monday 5th July via Zoom commencing at 1.30pm

Present: Dr Paul Taylor (Senior Partner), Kelly Cole (Customer Services Manager), Jude Norley, Mike Vernon, Ray Garmston, Mary Warner, Mandy and Thomas Brooman, Eleanor Stone, Sarah Warren and Margaret Slucutt

Apologies: Tony Spreadbury, Alison Willmott and Sarah Warren.

1. **Welcome:** Kelly chaired the meeting informing the meeting that David Osborn had resigned due to work pressures.

2. **Matters Arising –**

a) **Status of pharmacy at Hanham surgery**

KC said that she understood that the lease had now been signed and secured. As there is a new Pharmacist appointed the surgery was trying to set up a meeting to discuss current issues and ways forward.

b) **PPG website**

DO had initially volunteered to write some updated text for the PPG page on the surgery website but he had been unable to action this prior to his departure. was KC said she would write something.

ACTION KC

c) **Oldland Surgery**

Due to concerns from patients who are in Oldland MS was trying to sort out a solution with Active Ageing run by Sirona but was awaiting whilst they tried to establish if they could intervene. KC said she has spoken to Melanie Belsted at Sirona who was trying to sort out a collaborative approach.

KC has met with the Reception team but currently the door needs to remain locked to enable social distancing.

SW said there was an issue with accessing the surgery with a double buggy.

ACTION KC and MS to follow up.

d) **End of Life booklet**

A link to Dying Matters had been sent out to members by ES. All were in agreement that it had a lot of useful information.

There was a discussion. JN & ES feel that the document is comprehensive and patients could be directed to this by clinicians / surgery staff / PPG members with a covering letter

ACTION KC to update Alison Bourne at the surgery who has been involved in this project.

3. Covid 19 Vaccine update

Dr PT said that they were receiving 1000 doses this Saturday but only 37 were booked in for first doses.

2nd doses were also being called.

JN asked about the period between doses. Remains at 8 weeks.

To assist with the pressures of calling people for jabs Care Co-ordinators had been employed by the network and would be working for an initial 3 month contract.

Thanks was given to members of the PPG who had assisted at vaccine clinic sessions.

4. Staffing and recruitment update

KC said that there had been some changes in staff with some receptionists leaving and new recruits starting. However the induction for new staff was between 6 -8 weeks.

There are some GPs leaving and new GPs had been secured but the surgery is constantly advertising for GP's and Locums

Dr PT said that a Mental Health Nurse was really needed especially given Covid pressures.

Dr PT said that although more people were being seen face to face medical staff were overwhelmed with the constant pressure of work. This meant GPs were having to work longer to ensure they completed the administration for the day. None of this was helped by staff sickness / isolations.

There were concerns voiced about the initial questioning done by receptionists when patients contact the surgery but PT and KC confirmed that they were following NHS directive on signposting of patients and using the current NHS guidance to do so.

There will be some communication via the website shortly on the continued pressures being faced by the surgery at this time.

There was a discussion about the flu clinics and update of the Covid boosters and the issues around it.

eConsult submissions should be responded to within 48 hours – these are also subject to the signposting process.

Due to pressures Dr PT said the surgery was looking to change the times by which people could get an urgent ring-back. This would be til 12.30pm and 2.30 or 3.30pm finish. Calls would then be referred via 111.

5. Data sharing opt-out

MS asked about the opt-out. KC said that a few opt-outs had been received. The data sharing agreement was due to be signed on 1st July but had been delayed until September. Hanham Health would need all opt-outs by late August. Data sharing was only for the purpose of research or service planning and was being led by NHS Digital. All information for patients has been summarised and added to the data sharing page of the surgery website. ACTION KC said she would circulate information once received from the surgery Data Protect Officer.

6. Proposed new surgery in Oldland

Dr PT confirmed that things were still at the early consultation stage. No further update available at this time.

7. Position of PPG Chair/Vice Chair – future meetings

The position of chair was now vacant and anyone interested should contact KC please. The PPG had not had a deputy since Heather had left. Anyone interested please let KC know.

MV asked that a thank you be sent to DO for this dedicated work.

ACTION KC to ensure this is done.

ACTION ALL to consider being Chair or Vice Chair

8. AOB

MV expressed concern at the waste of money via the Pharmacy. The pen for diabetics is £75each. They seemed to be issuing more than were really necessary.

ACTION KC to pass feedback to pharmacy.

The next meeting will be via Zoom on 6th September at 1.30pm