

## **Notes of the Hanham Health Patient Participation Group**

**held on Monday 26<sup>th</sup> April 2021 via Zoom**

**Present:** David Osborn (Chair), Dr Paul Taylor (Senior Partner), Kelly Cole (Customer Services Manager), Jude Norley, Mike Vernon, Ray Garmston, Mary Warner, Tony Spreadbury, Mandy and Thomas Brooman, Eleanor Stone and Margaret Slucutt

### **1. Welcome and Apologies**

DO welcomed everyone to the meeting with a special welcome to ES who was new to the group. DO asked her to introduce herself.

Apologies were received from Alison Willmott and Sarah Warren.

### **2. Matters Arising**

a) Status of pharmacy at Hanham surgery.

Dr PT reported that the agreement still has not been signed but it is imminent.

b) Communication with patients not on Smart phones or email

DO asked whether the surgery had asked patients that came in if they were on email or phone. This had not been done.

c) PPG Web Page

KC will be conducting a website update in the near future.

**ACTION** DO to write a piece for the website

d) DNACPR

DO said he had asked if the surgery could send a letter to everyone who has this on their notes. The surgery will deal with it on an 'opportunistic' basis as decided at a partners' meeting. DO confirmed he would not expect Hanham Health to do anything any different to any other practice and he had raised the issue with BNSSG CCG.

### **3 Dispensing of medication by pharmacies**

Shaunaks change brands of medication so patients can get muddled when colour shape change. It was suggested that it should be drawn to the attention of the pharmacist. MB said she had tried to raise it but it was ignored.

Dr PT said he would ensure that his prescribing team are aware.

KC confirmed she had spoken to Noelle Cunning, Clinical Pharmacist, who confirmed that sadly as a pharmacist you place your order for medications and it can be unavoidable if brands are changed.

### **4 Patient Reception / Customer Service Issues**

There was discussion about issues that have been arising at Oldland surgery and the manner of the reception staff, which can be off hand.

It was noted that there was training for all.

There was also concern about the receptionists deciding on the urgency of patients requests. An example was given. Dr PT said that defining urgent was difficult as the patient may not agree with the receptionist. It was explained by KC and Dr PT that the reception team use clear guidance developed by clinicians in the practice using NHS guidance when they are navigating and signposting patients.

E-consult may be popular with patients but Dr PT said they are not popular with clinicians as they can be overwhelmed and work late ensuring patients are contacted.

Dr PT said that he was concerned to hear about dissatisfaction but with such an increased and unprecedented demand it was a challenge for the practice to ensure routine services remain accessible alongside offering the ongoing vaccine programme.

## **5 Coronavirus Pandemic**

Dr PT gave the number of doses that the network has delivered. Currently there is a limit to the amount of doses available. Some retired Hanham Health GPs are helping deliver the vaccination programme, which is being run in the pod located in the car park. Second doses are protected. The mix and matching of vaccinations is only done a last resort if there is clinical indication to warrant it.

## **6. Oldland Surgery – Patient Engagement**

MS said that she had received a number of concerns about the Oldland Surgery where people over 80 feel forgotten, many don't have transport to get to Hanham for an appointments. MS has contact Sirona Active Ageing Service to see if they can help by holding a meeting with over 80's patients in Oldland but also have a social space. MS said that she was still awaiting a response as the lady has been off sick.

## **7. Booklets**

JN shared that there would be two booklets 'Coping with Death' and the possibility of a new 'End of Life Care' which JN and ES will investigate. This is to help patients and their carers from the point in time where a terminal diagnosis has been made. DO suggested the first step would be to explore what guidance already exists and then to see whether this would help with the preparation of our own local booklet.

## **8. Support for gambling addiction**

MS shared that she wondered if gambling is on the surgeries health check as it is now such an easy addiction given adverts for bingo as well as more usual areas known as gambling. KC said it is on their health check form and she said that help is available. If a patient submits an eConsultation and indicates that they wish to receive advice on gambling, they are sent a link to Gam Care National Gambling Helpline 0808 8020133.

## **9. Liaison with HealthWatch / PPG Network**

DO said the next PPG Network meeting would be at the beginning of May.

## **10. PPG Structure and Composition**

This will be discussed at our next meeting.

**11. Date of next meeting.** It is hoped this will be in DO's garden as a barbecue which will be confirmed nearer the time 5<sup>th</sup> July 2021

The meeting closed at 3.30pm