

**Notes of the Hanham Health PPG Meeting held on Monday 4th July 2022 via
Zoom, commencing at 1.30pm**

Present: Tony Spreadbury – Chair, Kelly Cole, Dr Paul Taylor, Andy Mintram, Judith Norley , Sarah Warren and Margaret Slucutt.

Apologies: Ray Garmston, Mike Vernon, Alison Wilmot

1. Welcome – TS welcomed everyone to the meeting and introduced Andy Mintram the new Executive Manager.
2. Notes of the last Meeting – Agreed
3. Matters Arising –
 - a) Vice Chair Role – this position on the group is still vacant. Please give it some thought.
 - b) PPG Walk –It was agreed our next walk would be 11th July at 1.30pm from the surgery. **Action** MS to provide SW with the route.
 - c) Mental Health Nurse – the Network to which HH belongs is exploring an additional post.
 - d) Any good news stories – HH surgery staff enjoyed a belated Christmas party.
 - e) Push Doctor –KC shared that the surgery has been renegotiating its contract with Push Doctor. It has been expected that 40 referrals a week would be given to this service but currently it is on average 18 per week since commencement in Feb 2022. The surgery is therefore having an open approach so patients can book directly with Push Doctor allowing for a minimum of 24 per week for six months. KC explained that Push Doctor was a system for remote video consultations, where necessary they refer back to the surgery when face to face appointments or referrals are required. The open approach means that patients can refer to the service directly without the need to contact the surgery first to obtain a booking link.
4. HealthWatch – No replacement for Maisy Griffiths has yet been made.
5. Practice Update – the staffing situation has not changed except that 3 GP's are currently off, of which one has Covid.

AM shared about himself and the fact it was his first day at Hanham Health. The issues faced by HH AM felt were not dissimilar to his last surgery.

The surgery is requiring staff to wear face masks and encouraging patients to wear masks too despite it no longer being a mandatory requirement.

KC shared that currently there are 6 reception vacancies and due to illness today only 3 reception staff are answering phones and normally it would be six. KC shared that there has been an increasing trend in people applying for jobs but not turning up for interview.

The surgery has explored the options of temp staff but there is little value in these if they do not have medical receptionist experience (the one local agency that specialised in staff of this type has closed).

The Network is looking at have a bank scheme for administrative and reception staff.

An additional Clinical Pharmacist will be joining in October.

The Clinical Pharmacist undertakes regular medical reviews with patients.

Dr John Hayes has recently shared that it is now withing the core contract with pharmacies to offer blood pressure checks. This was not known previously, and the surgery is hoping that if more patients can be directed to this service the surgery HCAs can be freed up for other appointment types.

Covid update - The surgery has given its final vaccinations and awaits information about the autumn booster which is likely to be given with the flu vaccination.

Patients who potentially have Covid they are asked to wait outside and seen via the back door by a clinician in protective wear.

6. AOB – TS said he had not heard from Steve (Kingswood Surgery PPG member) re a Network meeting.

KC reported that Carers Support Centre had awarded the surgery a Gold Award for the work they do with carers and patients with dementia. KC will more widely share news on this ASAP.

There is discussion about a walk and talk service for carers as the Carers Support Centre has been award funding for this service. KC has expressed an interest in being involved on behalf of the practice.

The next meeting of the HH PPG is Monday 5th September which will be at the surgery.