

## **HANHAM HEALTH PATIENT PARTICIPATION GROUP**

**Notes of the meeting held on Monday 9<sup>th</sup> May 2022 at 1.30pm**

**via Digital**

**Attendance:** Dr Paul Taylor (PT), Kelly Cole(KC), Tony Spreadbury Chair (TS), Ray Garmston (RG) , Sarah Warren (SW), Margaret Slucutt (MS)

**Apologies were received from** Jude Norley, Mike Vernon, Alison Willmott, & Eleanor Stone

1. Welcome – TS welcomed everyone to the meeting
2. Minutes of the last meeting – the minutes were agreed as a correct record.
3. Matters Arising – **Walking Group** – KC reported that she had not had a response from Janice Suffolk. MS said Janice had temporarily left Juice. The surgery is looking to provide an option of walks for people on a monthly basis to enjoy health walks. MS said that the Council does have Health Walks and would find out more. There were questions about insurance and whether it would be based on GP referrals. KC also advised that the surgery had expressed an interest in the walking groups being delivered by Westport for inactive people over 65years. Wait for response on pilot.

**PPG Walk** – TS said that JN, MS and TS had gone for a walk and a natter. TS said he would be looking at another walk on 8<sup>th</sup> July.

**Mary Warner** – It was reported that Mary had stood down from the Committee.

**HealthWatch** – Maisy has left her role and a new appointment has still to be made.

4. **Practice Update.**- PT announced he was retiring on 23<sup>rd</sup> October 2022.
  - A new Executive Manager has been appointed - Andy Mintram. He will start in July.
  - Dr Ayo Aderogba will be the Senior Partner.

- The meeting asked that once the Executive Manager starts the PPG would like a clinician at our meetings as well as the Exec Manager. KC will discuss with the partners.
- Staff wise the surgery is struggling for receptionists there are 5 vacancies. PT said that he was trying to get GP's. It was noted that each recruitment for a GP is costing circa £13,000.
- Nurses are continuing to covering chronic health management. First Contact Physios in place for muscular skeletal support.
- The MH Nurse is going well three days a week. However the surgery is still looking for an additional person for this specialism.
- The surgery is seeing approximately 70% patients on a face to face basis
- Patients ringing for on the day appointments are about split 50:50% answered by a telephone call and seeing people in person.
- Push Doctor – The service is helping although patients requiring f2f examination will be referred to practice. It was noted in April 104 patients were referred to Push Dr which costs the surgery £23 per patient. The current contract agrees a minimum of 40 referrals per week.

5. **Covid 19 Update** - Hanham Health are still requiring patients to wear a mask, sanitise and keep space between patients as some people are still vulnerable. The Vaccination programme is coming to an end for now.

6. **AOB** – TS said that he had been in conversation with Steve Mahon the PPG Vice Chair at Kingswood Health Centre which is part of our Network

- KC reported that there had been a recent increase in 'bad press' surrounding the surgery on local social media groups / google reviews etc. She asked if the group could think of any ways to turn this around and support the practice in the sharing of good news stories.
- RG gave apologies for the next meeting
- **Date of next meeting 4<sup>th</sup> July Face to Face if possible.**