

HANHAM HEALTH PPG MEETING NOTES
Monday 26th September 2022
Face to face at the surgery and online – hybrid

In attendance: Dr Paul Taylor, Kelly Cole, Tony Spreadbury, Sarah Warren, Ray Gamston, Judith Norley and Margaret Slucutt.

1. Apologies: Mike Vernon who has resigned and Eleanor
2. Matters Arising
 - A] Vice Chair Role – still awaiting a volunteer
 - B] Push Doctor – The surgery has an open approach and this has increased numbers using the service. Currently about 30 – 40 per week. It was asked if we had data feedback from the service but this is still awaited.
3. Network Meetings – We await the Alma Road surgery to be in touch.
4. Walk and Talk – The last walk which was a 4.15pm meet to encourage staff to join us was just Tony and Sarah. The next walk is on Monday 3rd October at 1.30pm.
5. Practice Update – Kelly reported that the Flu/Covid booster injections were full for the dates advertised.

Children who are at risk have been offered appointment on Saturday 1st October who are 2-3yrs whereas children who are at school will get their vaccines at school. Housebound residents have already started getting their vaccinations via the network visiting nurse.

The prison contact has now concluded. Some GP's are remaining with the new provider and some have offered slots to the surgery.

We will see a return to the practice of some GPs but due to other recruitment gaps and maternity leaves it may be some time before we see an increase in appointment availability.

Patient Care Co-ordinators – There are still shortages of around 130hrs per week. Recruitment remains ongoing.

Maintenance – the Site Supervisor has given his notice and finishes with the practice end of October.

It was noted that Dr Paul Taylor is retiring. His last day in the practice is on 18th October and then he will be on leave before his retirement date. The meeting expressed their good wishes for his retirement but also sadness at his departure. (Paul left the meeting to another appointment).

Paramedics – There are 2 in the surgery who mainly do home visits. They are prescribing medics.

Kirstie Crouch is the senior patient care co-ordinator with line manager responsibility for the other patient care co-ordinators.
6. Terms of Reference – Tony shared that he is hoping to meet with the executive manager to get his advice.
7. CQC Meeting – Tony shared that he had been involved in the recent CQC monitoring call. This had been held over teams and involved the surgery management team in addition. The purpose of the call is to determine if further inspection is required. Certain areas of performance were discussed alongside the case of a patient who is a repeated complainer to the surgery and CQC. The outcome of the call was good and no further action / full inspection has been identified as necessary at this time.

8. PPG and Social Prescribing – Social Prescribing is used to enable patients who have social issues to be supported rather than regular GP calls. Every Network has a Social Prescriber and some surgeries have provided extra money to extend the service. It was agreed that the lead for the Social Prescribers would be invited to a future meeting. ACTION

There was concern that there was no easy way of getting information about what is available if a person is not online. The meeting asked whether the surgery could promote this kind of information.

9. NAPP – The regular update circulated by Tony gives us some idea of what is happening elsewhere.
10. HealthWatch South Glos replacement for Maisey Griffiths – still no one appointed.
11. Standardisation of data – Tony has asked for a report so we can see the trends in relation to DNA's, phone calls, referrals etc.

12. AOB – Ray questioned the effectiveness of e-consult as it is a tick box system and repeat answers several times which is frustrating and time consuming. Kelly said that when the contract has to be renewed in 2023 the surgery may choose to use a different system.

Sarah asked if staff clock in and out as she had a client for her business who was late because the nurse said she had to have a coffee before she could start. Kelly Confirmed that whilst the surgery does not have a official clocking in/out system, each site does have a staff key fob entrance and reports can be ran on this (This was used in a recent surgery HR case).

Secondly Sarah asked why a patient gets a text message about a blood test and is asked to ring the surgery to make a GP appointment only to find there are no appointments available.

Sarah asked why the GP couldn't ring the patient and make an appointment. Kelly confirmed that the surgery are aware of this issues and agreed that there was need to improve the process. Staff shortages have a large impact.

13. Dates of future meetings

All Mondays at 1.30pm at the surgery:

7th November 2022

9th January 2023

13th March 2023

8th May 2023

3rd July 2023

11th September 2023

13th November 2023

It was noted that the PPG needed to do some promotion as numbers of the PPG were falling.

The meeting concluded at 15.20hrs.