

## Hanham Health Surgery PPG

### Notes of the meeting held on Monday 9<sup>th</sup> January 2023

**In attendance:** Dr. Jane Ayres, Andy Mintram, Kelly Cole, Tony Spreadbury – Chair, Ray Gamston, Sarah Warren, Judith Norley, and Margaret Slucutt.

Visitor - Jo Shelton –Social Prescriber

1. **Welcome** – TS welcomed all to the meeting and apologised that he was away from the meeting due to a cold that doesn't go away. There were no apologies received.
2. **Matters Arising** –
  - a) Vice Chair – no movement
  - b) Push Doctor –KC shared that the contract has been terminated. The money will be invested in changes that are being discussed
  - c) Network PPG – this has not moved forward. MS said she would see if HealthWatch had been able to appoint a worker for South Glos. AM said he would mention to his counterparts in Alma Road, Close Farm and Cadbury Heath surgeries TS request for a meeting of our local network.  
ACTION – MS to contact HealthWatch  
ACTION – AM to mention TS suggestion of a meeting of PPG Chairs in our network.
  - d) Walk & Talk – TS wants this to continue but would be pleased if we could attract some of the staff so they understand us and can share informally. Next walk 2<sup>nd</sup> Feb for 45mins. ?1.30pm  
JN wondered if staff might prefer to attend a meeting. KC to share with her team.
  - e) Terms of Reference – Meeting between TS and AM still to take place  
ACTION – ToR meeting
  - f) Production of data – AM said that this has not been possible but when he has some accurate base information he will share accordingly. Type of data could include the level of missed appointments. SW said that in the old days the surgery displayed the level of DNA.

3. **NAPP – Membership Renewal** – It was agreed to renew our membership to NAPP.
4. **Marketing Campaign for new members** – It was felt to be important to widen the age range and the number of members of the PPG.  
Suggestions discussed included a table in the waiting room to listen to peoples thoughts and views and advertise membership of the PPG. A session at Oldland and another at Hanham surgery.  
Tony would like to receive the PPG's suggestions and then the top 3 could be selected.  
ACTION – All to send suggestions for marketing the PPG for new members.
5. **Practice Update** – KC said a new receptionist had started  
AM shared that the national contract is below the Government (GP to patient.)  
AM shared that currently patients are dealt with on a first come first served basis. This can mean people in greatest need are not always the priority as the GP attendance list is full.  
The new system will be that the receptionist will answer calls and then pass requests for appointments on to a clinician who will triage and refer on as is most appropriate.  
A new IT system will assist this. However when it is implemented has still to be agreed.  
There is some thought that a volunteer could be available to enable a patient to use a tablet computer.  
The meeting discussed how patients would be informed of this new way of working. There was some concern for patients not digitally connected. AM thought possibly use of adverts in local press.  
The money saved from Push Doctor will enable an extension in clinicians to provide the triage element.  
The login for digital connection may be with an NHS login.
6. **Social Prescriber** – JS explained the role of a Social Prescriber. The role is of a link worker to give people time to focus on 'what matters to them'. Helping patients who don't need a clinician but some other support to help them with what they are struggling with. This may require a link to another organisation, support to have the confidence to get to the

service required. Examples include walking / an activity class /green social prescribing, support groups. The Social Prescriber cannot support people with severe mental health issues or high risk of suicide.

Referrals are via the GP surgery not necessarily a GP.

Date of next meeting 13<sup>th</sup> March 2023 at 1.30pm.