

HANHAM HEALTH PPG MEETING

Monday 15th May 2023 commencing at 1.30pm

Present: Tony Spreadbury, Kelly Cole, Dr Jayne Ayers, Andy Mintram, Margaret Slucutt
Ray Garmston and Megan Stanley – HealthWatch.

Apologies: Judith Norley, Sarah Warren and Heather Thomas

1. Notes of the last meeting and matters arising.

No one raised any issues about the minutes, except that this meeting was not quorate.

a) Network PPG Meeting – TS reported that nothing had progressed on this.

2. Megan Stanley (MSt) – HealthWatch SG

Megan shared that she had been in her role since February and was keen to meet with patients to understand their experiences.

It was agreed she would meet with AM after the meeting to look at some specifics. MSt shared that she had two projects based on the feedback received the previous year, these were 1. Access to GP services 2. Adult social care needs assessments.

Feedback is used to report to the NHS.

AM shared the work of the PPG in HH which is run by patients.

MS said she understood that Mst's role was not to lead the PPG Network as had been done by her predecessor. She agreed although understood that it could be a useful way to get feedback and meet PPG's across South Glos, however a volunteer would have to run it.

HH offered Megan an opportunity to talk with patients.

MSt said that HealthWatch had a pop-up shop in the Galleries, on the (ground floor) Megan said she only had one volunteer and would be keen to attract more. It was suggested she contact Thornbury Volunteer Bureau as she had made contact with the Yate, Patchway and Kingswood VB's.

3. Terms of Reference

The TOR had been shared with the PPG for comments before the meeting.

RG was concerned about the problems with GDPR.

RG felt that the PPG was not representative of the patients that use HH.

It was asked that virtual meetings be taken out of the TOR

More discussion at the next meeting.

4. Marketing Campaign

TS shared about the attempt that was made to promote the PPG to get some more members and the difficulties.

It was requested that information about the PPG be added to the plasma screen.

Patients don't read the noticeboard but the PPG needs to make it more obvious with up to date information.

Better publicity is needed.

It was agreed that this topic would be returned to at the next meeting.

AM said that GDPR was only an issue if people have not agreed to share their information.

TS asked for an email address for the PPG but this is not possible so we need to think of another solution.

5. Walk & Talk

The next walk and talk will be on 5th June at 1.30pm starting at HH.

6. Practice Update

The new Access Model will go live during the 1st week of July.

The staffing issues continue to remain a challenge.

AM said that Pharmacies had been given permissions to deal with certain conditions to relieve GP's and other clinicians however allied or extended services not provided by HH were separate companies and not part of HH.

Regarding pharmacy within the HH complex. AM said he was trying to re-start regular meetings with the lead pharmacist.

7. Joint meeting with the surgery at Almondsbury

This will be organised with the Chair of the Almondsbury PPG which is linked to HH. Our meeting will be at the Almondsbury surgery.

8. AOB

RG brought up an issue of the mention of reviews on prescriptions, some for complex conditions, AM felt that this wording needed to be updated. It was noted as an action.

MS brought up the issue of the chaos at the pharmacy and people having to wait whilst the pharmacy discovered why a prescription was not appearing, sending patients to ask at reception to be told it was with the pharmacy.

MS asked how does one change the election of which pharmacy one wishes a prescription to be sent to. AM said that the change needs to be shared with the surgery.

MS also raised concern about a lack of appointments. She raised the issue that TS and MS had seen at Oldland surgery where a patient had been told to make an appointment but was told there were none available. He had come back but still none were available. AM said he hope the new access model would address this.

TS apologised for going over time and brought the meeting to a conclusion with the date of the next meeting Monday 3rd July.

The meeting concluded at 3.25pm.