**Patient and Participation Group (PPG) minutes**

Thursday 13th October 2022 12.30pm to 1.30pm

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| Practice | Dr Cat Bennett (CB) GP Partner |
|  | Rhonda Ward (RW) Practice Manager - Chair |
|  | Sarah Smith (SS) Deputy Practice Manager & Carer’s lead |
|  | Alex Barlow (AB) IT Lead |
|  | Katie Sheppard (KS) Living Well Team |
|  | Becky Drennan (BD) Assistant to Practice Manager - Minutes |
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| PPG Committee: | Yvonne Le Grys (YLG) |
|  | Caroline Usher (CU) |
|  | Steve Lumb (SL) |
|  | Wendy Hubbard (WH) |
|  | Terry O'Brien (TO) |
|  | Patricia Sharp (PS) |
|  |  |
| Apologies: | Susanne Dyke (SD) |
|  | Sally Hobden (SH) |
|  | Terence Simms (TS) |
|  | John Hargreaves (JH) |
|  | David Raymond Wilson (DW) |
|  | Christina Coats (CC) |

**Welcome and Introductions**

Introductions made to our new PPG member, Wendy Hubbard

**Primary Care Network (PCN) Living Well team update – Katie Sheppard**

* The Overview for September 2022 was shared – most referrals to the Living Well team have been from GP Practices, with contacts mostly being made by telephone and home visits.
* The group queried whether appointments can be done via Teams/Zoom, which Katie agreed is fine, however Skype is not as well regulated so is not used for appointments.
* Katie discussed a case study with the group about how the Living Well team helped a man in his 70’s re-engage with fitness and friendship groups after being referred for Long Covid, having also made contact with Age-UK.
* Living Well Drop-in session on Tuesday 8th November at The Dandelion Coffee House in Corsham.

**Carer’s update**

* The Porch Surgery has been awarded a platinum level for the Carers Accreditation Scheme 2021/22.
* There will be a Carers clinic being held this side of Christmas and plans for a Carer’s tea next year. The team will work with Katie on this.

**Items raised from members**

* **How many staff in total are at the Porch and could the numbers be broken down to show Doctors, Nurses, Admin etc (PS)** – The Porch staff structure/team distributed with agenda and minutes to show the number of staff in admin/clinical roles.
* Members commented on how helpful the staff structure was – group asked for this to be added to the website.
* **Action: RW** to check with Partners as to whether they are happy with this being on the website, as it changes so frequently. The group suggested perhaps this could be updated once a quarter on the website. Rhonda to feedback at next meeting.
* **Why are the local surgeries not organising the latest covid jabs this time around? (TO)**
* COVID jabs were offered at the beginning of the COVID pandemic as the workload pressure was initially slightly reduced, however, this time round the expectation is for the Surgery to continue with the workload, address the backlog as well as undertake the COVID vaccines and the surgery decided to concentrate on current and backlog workload.
* COVID vaccines are being offered to housebound patients, alongside the flu jab. There are COVID clinics being held in Melksham and Bath, as well as other places (Pharmacies) locally for patients to access.
* The Porch Surgery, as well as the other 4 surgeries in the PCN, are instead prioritising the current demand and backlog of work.
* **I would like to ask what is happening to the blood pressure machine at the surgery? We received a communication recently telling us that a blood pressure unit was available for individual loan. Assuming the BP fixed unit at the surgery is still unavailable (TO)**
* RW updated that the blood pressure machine is now working, but the printing option was unavailable. It would cost a lot of money to repair or replace so patients are being asked to write down their blood pressure readings from the machine instead and hand into reception. There are blood pressure machines that we can loan patients if they prefer.
* **Timing of despatch of agenda and minutes (SL)**
* SL commented on how the agenda should ideally be sent to members in advance of the meeting and the group discussed not having received a copy of the minutes before they were added to the website. BD will in future distribute an agenda in advance of the meeting, however some agenda items not received until the day before the meeting which makes it difficult to distribute in time. BD will give a deadline of agenda items and any further agenda items can be brought to the meeting.
* Minutes will be sent to the group to review, before being added to the website.
* A deadline will be given allowing members time to review the minutes.
* The following meeting will include any outstanding actions from the previous meeting.
* How will the Governments new initiative on getting an appointment be implemented (SL)
* Will be added to the next meeting
* Appointments when the doctor wants to see you again (SL)
* Will be added to the next meeting
* SS informed members that reception, on a Monday, often receive in excess of 350 calls with 3-4 receptionists working as hard as they can to take the calls and offer the most urgent an appointment with the duty doctor. The demand is currently exceedingly high for patients to access a Doctor/clinician.
* CB added that the clinical team do their best to accommodate patients and for the most urgent care to be offered to those most in need for on the day appointments.
* Is anyone monitoring the Frome Project? (SL)
* Will be added to the next meeting.
* The Frome Project is our version of the Living Well Team.
* There are various schemes locally, such as the Corsham Baptist Church offering ‘Souper’ Fridays, ASDA offering reduced soup and rolls as well as other schemes.

**Other Questions from the group**

How do you volunteer in the NHS (Wiltshire Health & Care) (WH)

* To become a volunteer, please contact Suzanne Bennett, Voluntary Services Coordinator on 01985 220779 / 07810 836065 or email whc.volunteers@nhs.net

YLG raised the issue surrounding women’s health and whether there could be promotions at The Porch as it’s an area that’s less available than men’s health.

* The group wondered whether this is something that the Living Well Team could look at.
* **Action: KS** to feedback on this for the next scheduled meeting.

The issues that surround mental health was raised in the group and whether this has been worse since COVID. CB fed back to the group that mental health causes a huge number of patients to call into The Porch Surgery.

* RW confirmed that we do have a Mental Health Nurse called Annabel who works across the PCN.
* KS informed the group that The Living Well team work with younger adults, and has links with Bath City Farm.

**Extended Access Hours**

* RW informed the group that as a group of surgeries across our PCN, we are open for longer each week day night and on a Saturday. Each surgery is open one late night and then in turn open on a Saturday. The Porch Surgery is now open 6.30pm-8pm every Monday evening (except Bank Holidays). We are also open at 7.30am on a Tuesday morning.
* On Saturday 29th Oct we are open for flu vaccinations, as well as other clinics.
* If we are open on a Saturday, we will also be offering appointments on a Friday evening the day before our Saturday session.
* This information is displayed in the waiting area and on our website.

**Surgery and staffing updates**

* Dr Tom Gamble is our new GP Partner at The Porch Surgery and joined us in September.
* Dr Nataliya Klid joined us as a salaried GP on 1st July
* Dr Katie Ogilvie will be joining us as a salaried GP at the end of Jan/Feb 2023, however she is completing her training with us from November.
* Dr Hannah Vaughan-Williams, who is currently a registrar here, will also be joining us as a salaried GP when she has qualified in February 2023.
* We have a new Advanced Nurse Practitioner, Dawn Ellis, who joined us a few months ago.
* We also had 2 new paramedics join us, one of which is continuing with us at the surgery.
* Reception was fully staffed for 2 months; however, we are recruiting again. As it’s such a difficult job, it’s not for everyone and so we do have a turnover of staff in these roles.

**The Airmid App**

* The Airmid app is a new innovative patient-facing app, designed to support patients and clinicians alike by allowing individuals to engage with their care network and take control of their healthcare.
* You can use the app to request prescriptions, view your online record and send messages to the surgery.
* AB asked if anyone would be available once a month for a couple of hours to give up their time to come to the surgery to promote sign up the Airmid app, as it is not currently being fully utilised.
* Members asked how this is different to the NHS app - AB fed back that it’s essentially the same however this connects to us as a surgery. It is also run by the NHS from our local system.
* **Action: PPG members** to feedback if they are available for promoting the Airmid App at the surgery.

**Family Friends Test (FFT) Sept 2022**

Patients were asked ‘How likely would you recommend our GP Practice to Friends and Family if they needed similar care or treatment’

* We received 563 electronic responses & 4 paper responses out of 3336 FFT’s sent.  We had a 17% response rate in Sept.
* Results - 96% would recommend us, 2% Don’t know, 2% would not recommend us
* The surveys are sent out to a percentage of all appointments.

**Non-Attenders**

* We have a new board in reception to record the number of appointments and DNA’s.
* In September there were 7253 appointments – of which 128 were DNA’s. Of these 128, 34 were missed GP appointments, 30 flu, 25 nurse, 27 phlebotomy, 6 immunisations and 6 were minor illness clinic appointments.
* Please all spread the word regarding missed appointments. If patients’ phone 24 hours before the appointment, the appointment can be reallocated to someone else. There are several ways for patients to cancel their appointment.
* We are starting to follow a process regarding missed appointments, with the final option to remove patients from The Porch register if appointments are regularly missed, with no warning.

**PPG terms of reference**

* BD will circulate an old term of reference for you to peruse as we need to consider how to run the meetings going forward.
* Would PPG members like the room for 30 mins-an hour before The Porch team join you for the meeting to discuss previous minutes and new agenda items?
* Please come forward if as a group, you would like to chair and minute the meeting as we would like you to take control of the meeting if you so wish.
* **Action: All PPG** members to consider how the meeting should be run going forward.
* **Action: All PPG** members to review the terms of reference document circulated with the minutes and feedback changes to BD by the end of December 2022.

**Next meeting**

Thursday 12th January 2023