

PPG Meeting Minutes

Patient participation Group Meeting: Tuesday 7 February 2023 at the Surgery

PPG Attendees: Sue Cowling, Janet Roden, Cilla Adcock, Martin Pike, Nadia Emmony

Practice Attendees: Steve Reeves, Caroline Excell, Dr Kevin

Apologies from: - Suzanne Hurst, Collette Pigden, Frances Whyatt

1. Welcome: Cilla welcomed everyone to the meeting.

2. Minutes from last meeting: Minutes were agreed.

3. Updates from last meeting:

- . Sue had contacted Starling bank but they do not do community bank accounts but she is going to try and set up a Lloyds account by telephone. A letter has been sent to Barclays to cancel the current account and Sue will be seeing/writing to J Richardson to get his signature for that.

- . The 8 notice boards now have a different costing and Caroline is awaiting approval that the Trust will support the funding.

- . Caroline would like to see the table set up to make patients aware of the PPG as to what we do and it would be nice to have some leaflets to hand out. This item carried forward to the next meeting.

- . Setting up a village Warm Hub. Cilla advised she had spoken to Mel the Parish Clerk and David Aston the Upwell Hall Manager. David did not think he could get any volunteers to assist and Mel advised that the budget had already been agreed for the Parish Council and that there would not be any money available to support this. At this point Cilla mentioned that Zoe Harmer, who was originally going to make some enquiries in setting this up but had resigned from attending the PPG meetings due to other commitments. It was agreed to not take this any further.

- . Update on the PPG toolkit. Cilla had forwarded a copy to everyone. Nadia said that people still need to understand how to use primary care. There seems to be such a hesitancy and uncertainty trying to get people to understand that there are not enough doctors and nurses. Nadia advised that she was hoping to put together a newsletter and include the information on the practice PPG page. Nadia suggested 'drip feeding' information which would help advise patients. Steve said that the patient survey told you quite a lot about what was happening. Nadia said that Public Health run a Health Prevention Session covering self care, where people could have their blood pressure taken, cholesterol testing etc. Martin said that Rotary had done something similar. It was suggested that a summer session could be used by the Practice to explain to people how the triage system works and accompany with a flow chart as pictorially people can understand better.

5. Update on changes within the Practice - Steve

. Staff Update

- Pleased to announce that Sarah Lewis (Advanced Nurse Practitioner) is in post now. Sarah sees patients with both acute and chronic conditions.
- A new operations assistant has been recruited and will join us in about 4 weeks. This role will support the whole team with respect to facilities, IT support, projects and data analysis.
- We have also recruited a new phlebotomist who will be us in about a month also.
- We are also in the process of recruiting a new role at the practice - a care-coordinator. The job will be involved in helping the practice coordinate long term condition appointments and reviews amongst other sign posting duties.

New Systems

- In approximately 8-10 weeks the practice website will change and there will be a new way to contact the practice online.
- A new system will allow a number of patients to go online and use the website to help direct them to the best place of care for the given query. The system will help triage and signpost patients.
- The system will also help us to standardise and improve the history taking ready for a clinician to review for the patients that need to see a clinician at the surgery.
- NHS England require us to have some form of online access/triage as the national agenda is very much moving to include online access as much as practical.
- We will also have a new website which will have more direct control over.

Health Checks

- 40-74 year olds are being invited to come to attend a health check. This could be here or in King's Lynn. Post covid these number of health checks massively reduced so Public Health England are pushing practices to encourage their patients to attend.

Covid Vaccinations

- There has been no confirmation of spring booster campaign as yet but it is quite possible that a fairly limited range of high risk patients might be offered a booster in the coming few months.
- There is likely to be an Autumn campaign – but we believe the size of the cohorts will be smaller than this past year.

Patient Access to Online Medical Records

- At this moment in time our patient records are not visible online to patients by default. We are awaiting further guidance from NHS Digital. We do expect this to happen in the next month or two and we do expect that patients will be able to access their medical records online automatically. Patients can still request (as they have been able to do for many years) access to their medical record online.

Telephone Stats

Unfortunately Steve had been unable to download these for the meeting.

6. PPG Resignation

. This had been covered under 'minutes from previous meeting'. Cilla thanked Zoe for her contribution to the group.

7. Future of the PPG – what do we want to achieve.

. Cilla suggested the PPG have a Facebook page and this was agreed and also that the group set up separate gmail accounts purely for PPG use rather than their personal emails. Martin said that we still don't know how many people actually use FB and Steve has some statistics that show how many hits FB has etc and will share with the group. Martin had suggested that the PPG volunteers hold a meeting in between the bi-monthly meetings and the things could be discussed in more detail as to what the group would like to achieve. It was agreed to meet on Thursday 23 February at 2.00 pm. Cilla would check with Crown Lodge Upwell if they could accommodate a small group for a cup of tea/coffee etc in the lounge area.

8. Dates for PPG/Practice Meetings 2023

. These were agreed from the previous minutes and Steve will arrange to update the PPG page on the practice website.

9. Election of new PPG Chairman

. Cilla advised that her 6 month term was up and asked for volunteers for the position. In addition, she felt it necessary to recruit a secretary for the group as it was difficult to chair a meeting and take minutes. A short discussion followed and Cilla agreed to remain in situ with Nadia volunteering to support her and to advertise for a volunteer secretary on the webpage.

10. Any other business

Nadia advised that blood tests results were available online and if people are worried they can telephone. Dr Kavin said if the results are OK patients would not be contacted, but obviously if there is still concern, patients can call. He also advised that the ranges may vary slightly depending on which lab is used for the testing, but this should not make a difference to the result. He also advised that from a workload perspective, the peak was the end of December and the beginning of January. Closing lunchtime has really helped and seems to be working. All agreed and supported this.

11. Date of next meeting

. The date of the next meeting will be Wednesday 5 April 2023 at 6.30 pm. Cilla thanked everyone for attending.