

The Family Practice Western College Patient Participation Group

Resume of the meeting held 4.3.2019

Present:

Kathy Turner (KT)	Ian Goodenough
Kelly Williams (KW)	Dr Mark Rush
John Plumb	
Jim Jarman	
Ann Nicholls	
Myra Higgins	
Nick Benson	
David Stagg	
Jill White - Chair (JW)	
Penny Dobson	
David Shelton - Deputy Chair (DS)	
Catherine Eva	

Apologies:

Keith Dawes	

1.0 Welcome to new members

JW introduced David Stagg, Nick Benson and Myra Higgins to the meeting, who are attending to see if they would like to continue

2.0 Introduction to new Practice Manager

Dr Rush introduced Kathy Turner who joined the practice as our new Business Manager two weeks ago. Kathy has worked in the NHS since 2015, initially as a Practice Manager in long Ashton, then when this practice merged into the Tyntesfield group she was part of the senior management team managing this transition.

Kathy works full time. Her skill set includes HR & customer service, looking after the staff and patient experience. The partners are very pleased with how quickly Kathy has settled in and feel positive that the practice is in good hands.

Introduction to new Operations Manager

Dr Rush also introduced Kelly Williams who has been our Operations manager since November 2018: taking over from Denise. Kelly Joined the practice in June 2007, initially working part time in reception. She has done most jobs here: reception, coding, secretarial. Kelly did an excellent job assisting the partners between November and February when we were without a practice manager.

She has an excellent understanding of the running of the practice. The partners feel fortunate to have her here and feel she will do a great job working with and helping Kathy settle in.

JW wished Kathy and Kelly well

3.0

JW thanked Ann Nicolls for spending 2 mornings in the waiting room speaking to patients looking for new members for the PPG group, she did very well gathering 9 people, 3 of whom are at this meeting.

JW also thanked PD and CE for cleaning the toys in the children's corner and PD for monitoring the Practice website

4.0 Minutes from last PPG

There are no minutes to discuss due to the December PPG meeting being cancelled due to recent staff changes

5.0 Practice News by Dr Mark Rush

- Dr Laura Witham who was covering on a 6 month contract to cover maternity leave has now signed a permanent GP contract , she will be working 4 sessions per week
- Dr Ruth Mears is still on Maternity leave she will be returning in the next few months and will take up her regular 2 sessions
- Sadly we have had 2 of our Nurses hand in their resignation recently, we have covered this in the short fall by long standing members of the nursing team taking on extra hours
- One of our Receptionists as also recently handed in resignation – we have advertised this position and have had a good response to this
- We are currently having some work done in the treatment room, making better use of the space we have and giving it a more cleaner, clinical feel. This is taking place over a run of weekends so patients are not disrupted
- We have given 2,200 influenza vaccination. We do have a few left for any further vaccinations

6.0 Other News

We are currently trying to push a new service that we are offering called RSVP (retired and senior volunteer program) which is now linked to our patient transport service. We are currently looking for patients over the age of 50 who want to sign up to become a befriender, they will visit elderly and housebound patients and keep them company , maybe

take them out or do some shopping. This is a great service for our elderly patients and KW is keen to promote this.

(Great news following the meeting Myra Higgins came forward and said she would be interested in becoming a befriender)

Volunteers will still need to be police checked which FPWC will pay for.

7.0 Website

PD reported her observations on the website in her role as PPG member from a patient's perspective. She reported that the section on GP earning only goes up to 2017. KT will update this

The section on extended hours also only goes up to December 2018.

Dr Mears and Dr Boon need to add their biographies adding on. PD also asked if it may be a good idea to add short biographies for the Nursing team too

KT and KW need to be added on

Lastly PPG is labelled on there as Patient Participation Group and also Patient Reference Group – this needs to be clarified and updated with the correct definition of the Patient Participation Group (PPG).

8.0 Communication

JW asked if all members could please acknowledge her Emails and let her know if they will or won't be attending the meetings; this helps with the set up. JW also asked permission from the new members to include them in the PPG mailing list. MH and NB agreed, DS wished to have more time to think about joining.

9.0 GP update including One Care

Dr Rush informed the meeting that GP surgeries will soon have a new contract. This was announced at end of January 2019. The partners attended an evening meeting last Thursday given by the GPC and LMC.

The new contract involves working with nearby Practice's in the form of primary care networks. The partners will be meeting with neighbouring practices to decide who will be part of this network. This could involve Pembroke Road and Whiteladies Health Centre, but possibly other practices in the N+W locality.

There is uncertainty about what role One Care will play in this.

We will be able to report back to the PPG in June as to what is happening and who we will be working with.

JW and DS attended the One Care meeting in January where they were informed of this change, JW has circulated some paperwork from One Care Ltd which she thought may be suitable for the website. JW has sent it to members and will forward this to Dr Rush for him to look at. JW is keen that all patients have access to the minutes from One Care Ltd. Meetings, but there was no decision about this.

10. AOB

- During a recent meeting at JW house with JW, DS, KT and KW it was mentioned that it may be a good idea to contact local schools and ask if any student studying Medical may be interested in joining our PPG – this will add to our age range and also look excellent on their future CVs, JW and DS are contacting schools.
- Keith Dawes is a new member but due to illness not able to attend this evening, he has some good ideas to share at the next meeting
- Next meeting the subject of the chair will be discussed.

11.0 Dates of next meetings

03.03.2019

09.09.2019

09.12.2019