

The Family Practice Western College Patient Participation Group

Resume of the meeting held 3.6.2019

Present:

Jill White – Chair (JW)	
David Shelton – Vice Chair (DS)	
John Plumb (JP)	
Gym Jarman (JJ)	
Ian Goodenough (IG)	
Catherine Eva (CE)	
Nick Benson (NB)	
Keith Dawes (KD)	
Penny Dobson (Minutes) (PD)	
Dr Nicola McGuinness (NM) in attendance for the Practice	

Apologies:

Kelly Williams	
Ann Nicholls	

1.0 Welcome and Minutes

Last minutes 4/3/2019. These were approved.

2.0 Matters Arising

JW reported that four students from Year 1 Sixth Form at Redmaids School had shown an interest in joining the PPG. This was a result of a meeting at the school initiated by JW and with Kelly Williams. The next stage is to gain parental approval. If this is a problem JW and DS will have relevant PPG meetings with these students at the school.

Operations Manager Written Report: Kelly Williams (read by JW)

Website: There is a new Practice website. PD and others reported that it looked fresh, informative and easy to navigate. NM reported that it included more interactive elements – with forms etc that the Practice administration can respond to. The increase in email contact with GPs has to be monitored however – to ensure that it remains manageable. PD asked whether the Nurses in the Practice could also have biographies, as the GPs do. Also need to check the GP list as current : **ACTION** NM to take up issue of nurse biographies and Kelly to check GP list. Others are invited to have a look at the website and report any further thoughts to Kelly.

Staffing:

The Practice has recruited two new full time Reception staff – Jordan Lane and Tina Richards - both have now been with the Practice for 4 – 8 weeks and have settled in excellently. The Practice has also recruited a new Health Care Assistant, Ali O’Keeffe, who joined us last week. Ali will be doing 10 hours a week. The Practice is currently looking for a Practice Nurse and will be interviewing for this post shortly.

Dr Boon is sadly leaving us at the end of June.

Volunteers: The Practice is still looking for Volunteers to become Befrienders. If anyone is interested in more information on this please do let Kelly know

Treatment room has had a makeover and this is almost complete; it looks great bright and fresh and the Practice has made much better use of the space which patients will benefit from.

Lighting in the waiting area. It was felt to be quite dark by some patients. Bulbs have been replaced and JW was reassured that contractors are brought in to change the “out of reach” lighting.

3.0. Practice GP Update**a) Antibiotic update**

NM reported that the Practice was well within the national downward trend for reduced antibiotic prescribing (broad spectrum antibiotics). Most patients in this Practice are aware of, and respect this necessity – but on a case by case basis it still needs to reduce further.

b) Appointment system

The Practice is actively reviewing all access arrangements, including continuity of care to make maximum use of its resources for the benefit of patients. There was a discussion about what issues were important for patients eg getting through easily by phone, continuity of care arrangements. The problem of patients not attending appointments was also discussed.

There was a discussion about ways the PPG could support the Practice eg through the Befriending service.

c) How are Practice Directors (partners) chosen?

NM said that Directors (Partners) have to “buy into” the Practice. She reported that the Practice is collaborating with the Student Health Service, as well as the Pembroke Road and Whiteladies Road Practices as part of NHS England’s/One Care Consortium Primary Care Network programme. This has the advantage of shared resources, such as IT, Phlebotomy, Mental Health and Nurse input; however, the initiative does require extra management which is not budgeted for.

d) Shortage of GPs. Re: Dr Boon leaving - NM reported that of Dr Boon’s 4 sessions, 2 were being filled by Dr Blazewicz resulting in just 2 sessions unfilled at present.

4. Control and Cost of Feedback Questionnaires by text

This was raised by KD who expressed irritation at the relentless frequency and cost of these text questionnaires. NM said that they were an NHS England (EMIS) and not a Practice initiative. They were part of the “Friends and Family” programme. **ACTION** JW will raise our concerns at the next One Care meeting on July 16th

5. Waiting Room

Lighting already discussed

Clocks not yet coordinated

Children’s corner up to date with cleaning (CE and PD). NM asked whether the corner needed more toys **ACTION** CE and PD will investigate

6. Election of new PPG Chair

It was unanimously agreed that JW should be invited to continue as PPG Chair. JW agreed to do so. JW was thanked for her energy and commitment to the PPG.

7. AOB

There was none

8. Dates of next meetings

9/9/2019, 9/12/2019