

The Family Practice Western College Patient Participation Group

Resume of the meeting held via Zoom 01/03/2021

Present:

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| David Shelton (Chair) | |
| Jill White (JW) | |
| Ann Nichols (AN) | |
| Adrian Longstaffe (AL) | |
| Catherine Eva (CE) | |
| Penny Dobson (PD) (Minutes) | |
| Keith Dawes (KD) | |
| Ian Goodenough (IG) | |
| Kathy Turner (KT) (Business Manager) | |
| Dr Ash Sachdeva (AS) (GP) | |
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Apologies:

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| Catherine Flint | Nicholas Benton |
| Ann Hannay | John Plumb |

1) The minutes of the last meeting were agreed and there were no matters arising.

2) Facebook.

KT explained that the Practice's new Facebook page was set up last June. The Practice team is monitoring and supporting this. It is being used to reinforce Practice messages from the Practice Website e.g., to promote self-care week; there have not been any negative comments on the page as yet, but Practice staff will take appropriate action if this occurs. JW asked whether people without internet connections were being encouraged to link up – AS said that there were posters in the Practice advertising the Facebook page. The Practice does have a young demographic more familiar with IT. PD asked how many users so far; 48 followers at present compared to 108 at, for example, the Shirehampton Practice.

3) Prescribing Hub

DS introduced Dr Salkeld, Clinical Director of Healthwest. Dr Salkeld is also a GP at the Whiteladies Road Practice. Healthwest has been set up by our Primary Care Network (PCN) as a result of a Dept Health initiative and as a vehicle to enable

Practices to work together more closely and invest in joint appointments e.g., pharmacists and physiotherapists. This has already happened in our case. Another recent initiative is a Prescribing Hub, which is based at the Whiteladies Road Practice and is designed to deal with the technical aspects of prescribing queries across the PCN (but not medication reviews, which are still carried out by GPs). Led by a prescribing technician, this will streamline the increasing number of prescribing queries which were formerly dealt with by individual Practice receptionists. The Hub is developing close relationships with local pharmacists, with the aim of providing a good, robust and safe service. Many Practices in the Primary Care Network have already joined the Hub and The Family Practice will join this month. KD raised a prescription issue; he had requested home delivery of repeat prescriptions as advertised at the point of application, but this service didn't happen in his case, even when he met the small charge for this service. Dr Salkeld said that home delivery, whether free or with a small charge, was at the discretion of individual pharmacists, but clearly this could be tightened up and with better policy communication with patients. AL recommended fair delivery across the sector and important not to offer something that cannot be fulfilled.

ACTION: Dr Salkeld will take this up at the next meeting with pharmacists. JW offered to raise this issue with Cotham Pharmacy.

DS thanked Dr Salkeld for his time in sharing this important initiative.

4) Market Research (published 9 July 2020)

This is a sample patient questionnaire survey (120/303 responders) which is carried out by NHS England every year across all Practices, to provide a "snapshot" of progress and issues. The results for our Practice provided no surprises; general patient care and the quality of professional practice received a positive response; the appointment system came out less well – but of course this is something that has been addressed with, for example, improved reception rotas, 6 new telephone lines and recruiting an extra GP. KT noted that by the time the results of this survey are published it is already "old news". The Practice tends to use additional means of gaining feedback e.g., NHS Choices, Google Reviews, general patient complaints.

5) Strategic Business Manager's Report (KT)

The Practice has recruited Dr Kerry Gleason for 4 sessions as a GP on a fixed term contract, plus Dan Griffen as a part-time physiotherapist (Tues and Thurs). Dan will be undertaking physiotherapy diagnostics, not ongoing treatment. There is self-help advice on the Practice website to aid patients while waiting for physio treatment.

6) COVID-19 Vaccination Programme Progress Update (KT)

KT reported that the Practice consortium has carried out 10,000 vaccinations and is now addressing the cohort 60+ and those who are clinically vulnerable. This process

has been very ably supported by many volunteers and Clifton College has generously given their prep school premises. They will continue to do so even when the children restart school. Second doses of the vaccines are in hand and people will be contacted soon. Kelly has been organising the volunteers, which is a time consuming but rewarding task. KT applauded everyone involved and this was wholeheartedly seconded by the meeting.

7) AOB

There was a query about the “Get You Better” App. The PCN has paid for this to be available on Practice websites; there is normally a fee for users. This is a self- help programme, including the physio exercises as above.

CE asked whether the PPG could hear more about government proposals to integrate clinical and social care – and what this will mean for GP Practices. Also, to share the impact of some areas where it is alleged that businesses and NHS Secondary Care are to run GP Practices. Concern was expressed at the involvement of an American backed consortium managing a large cluster of practices.

The following link refers:

[NHS GP practice operator with 500,000 patients passes into hands of US health insurer \(msn.com\)](https://www.msn.com)

(AS reassured the meeting that this was not on the agenda of the BS6 Group!)

The continuing hard work and effort from all those at the Practice received a unanimous vote of thanks.

ACTION:

Government proposals to integrate clinical and social care and potential privatisation “creep” to be added to the agenda for the next meeting.

KT was thanked for arranging the Zoom meeting and DS for chairing it.

Dates of next meetings:

24 May 2021

6 September 2021

PD/JW 02/03/2021