

The Family Practice Western College Patient Participation Group

Resume of the meeting held via Zoom 5/12/2022

Present:

David Shelton (DS) (Chair)	
Jill White (JW)	
Ann Nicholls (AN)	
Nick Benson (NB)	
Ian Goodenough (IG)	
Penny Dobson (PD) (Minutes)	
Keith Dawes (KD)	
David Shelton (Chair)	
John Plumb (JP)	
Anna Goodenough (AG)	
Dr Ash Sachdeva (AS) GP	
Kelly Britton (KB) (Operations Manager)	

1. Apologies:

Kathy Turner (Business Manager)	

- 2.** DS welcomed Anna Goodenough to the PPG. Anna has an extensive background in IT development and will be happy to assist as necessary, particularly in this area. Another and potential new member is Mina Malpass, who unfortunately couldn't be with us today, due to illness – but it is hoped that she will attend our next meeting as an observer.
- DS reported that there have been a number of resignations from our PPG: Catherine Eva, Katherine Flint, Adrian Longstaffe, Ann Hannay. They were all thanked for their contribution over many years. DS also said that this will be his last meeting as Chair, due to the extent of his own commitments. The PPG will therefore be looking for a new Chair.

The minutes of the last meeting 4/10/22 were agreed.

ACTION: KW to upload these minutes on to the Practice website.

- 3. Matters Arising.** There was a discussion about the relative roles of “contact us” on the Practice website versus “ e-consult”. NB said that he had used the former but not to his satisfaction; it was confusing. KB confirmed that the “contact us” facility is primarily for administrative issues, not medical, unlike “e-consult”. The former is also monitored daily and triaged by the admin team, but anybody seeking medical help will be asked to ring in. There was a consensus that the different roles of the two sites are not clear on the website.

Action: KB to clarify the relative roles of “contact us” and “e-consult” on the website.

Feedback form and process. We are no further forward with the design of a simple feedback form for PPG members to enable issues to be presented to the Practice in a clear way. Please forward your proposals by email to DL.

ACTION: ALL .Send suggestions for a PPG feedback form to DS

Befriending volunteer scheme. KD has now had approval to take part in the befriending scheme and has now been contacted re potential clients. KB said that there has been a delay with this programme, as the organiser Penny Lewis RSVP co-ordinator has been away. But this is now back on track, with induction meetings for volunteers planned. This service is managed for the Primary Care Network (PCN) by Clinton Hatcher, PCN Care Co-ordinator

4. Membership and Chair.

JW thanked DS for stepping in as Chair when she could no longer continue last year due to the increase in the demands of caring for her 102 year old mother. She said that, sadly, she can no longer take this on for the same reason. So the PPG is looking for someone who can step up to this role, supported by PPG members.

ACTION: ALL Please send your nominations for Chair post by email to DS and copy in Kathy Turner.

5. Links with other organisations

JP confirmed that he remains our representative on the regional **PPG Forum**. He was thanked for this and it was agreed that he will continue for the time being. There was a discussion about the **Energisers’ Group**, a new initiative from NHS England, to assist the process of raising common issues between GP Practices, enhancing PPG activities and sharing best practice. Any PPG in the areas covered are entitled to join, but there is a limit on numbers.

ACTION: KT/KB to provide more information on the Energisers’ Group programme at the next PPG meeting

6. Business Manager’s Report

DNA figures for November and December are 157 in total, break down 69 Nursing and 88 GP appointments

No staffing updates apart from Abbie Davies one of our Health Care Assistants has recently qualified as a Nurse Associate; this will take the pressure off the Nursing team so that they can concentrate on chronic disease issues.

Lots of work over the last months to improve the patient access and appointment system. We now have a new Navigation System that the Care Co-ordinators use when patients call in. We have Face to Face and telephone GP sessions. This helps the most appropriate appointment to be booked, and works well with the limited clinical space we have

This is working well so far, and we will monitor closely

We are also opening on Saturdays for Extended Hours, will be working as a PCN, meaning the Family Practice will open 1 Saturday in 4.

7. GP Report

No major additions to KB's report, but AS said that the whole team have put in a lot of work to get the new referral system up and running. There was a comment about the relative increase in workload due to patient numbers increasing from about 10,000 ten years' ago to 17,000 now. AS said that actually the doctor/patient ratio is about the same as ten years ago, but the demands and complexity of demands has increased, plus all the various (electronic) ways that patients can now connect with their GP.

8. AOB

The issue of clarity between "contact us " and "e-connect" see above. IG asked how changes to the website were made. KB said that while the general format was generic, the Practice has an editing facility.

JW raised an issue that has come to light via an elderly neighbour. His district nurse has been unable to park locally (Cotham area). She has to personally pay for parking, and, if she receives a fine, will have to pay out of her wages! There seems to be no dispensation for NHS staff who need to visit patients in the community? AS does not use any parking dispensation and is not aware of any council arrangements for GPs or nurses. AN looked up on the council website – and there seemed to be no clear free parking dispensation for NHS employees.

ACTION: ALL To take forward with your local councillors the issue of lack of council parking dispensation for GPs and NHS employees making home visits. Please report back via email to the PPG Group.

9. Dates of next meeting

No dates were made at this stage, but this should be organised in the New Year.

PD 6/12/2022

