

Price's Mill Patient Participation Group (PPG)

Notes of Meeting to be held at 13.00 on Thursday 13th May 2021 on Zoom.

1. **Welcome and introductions.** Maggie Rogers was welcomed for the first time. Those present were Suzi Colley (practice manager), Dr Sampson (GP), Angie Spooner, Marilyn Miles, Stewart King
2. **Apologies for absence** were received from Sally Millett, Richard Easthope and Paul Young
3. **Notes of previous meeting 21st January 2021** These were accepted
4. **Matters arising.** Reviewing complaints. Stewart has met with Suzi Colley and they have agreed that a summary of complaints and compliments on a quarterly basis will be presented to the PPG to see if there were any lessons learned particularly from the PPG point of view. The period March to June will be considered at the next meeting.
5. **PPG terms of reference** We looked at the role of PPG as described by the CCG – see appendix 1. We agreed that we would use it as a reference point but accepted that there were some things that we have decided not to do. This led to a discussion on communication and consultation.
 - a. Stewart said that some PPGs had a newsletter (Minchinhampton send one quarterly by email), but he personally was not very keen on this. Some PPG's have a slot on the practice website, and some have information on the TV screen in the waiting room. The age profile of PPG members tends to be over 60 and Stewart felt there was a need for more diversity.
 - b. Any communication strategy by the PPG would need to build on and supplement what the practice does. Price's Mill itself considers that the Facebook page is their "jewel in the crown" which Dr Sampson manages. There is a lot of clinical stuff there which is of value. The Stroud coronavirus group have picked up some of the information from the Price's Mill Facebook page. The practice is not on Twitter and they appreciate that not all patients use or like social media or Facebook. Suzi said they used to have a quarterly newsletter, but this has stopped because it was not picked up and many were left in the waiting room. Dr Samson told us that the practice website was about to change to one that is used by other practices.
 - c. They also use complaints and compliments that come into the surgery for improvement but at present do not have any leaflets in the waiting room because of Covid protocols.
 - d. Suzi thought they may be able to do more questionnaires apart from the biennial national survey.
 - e. When patients join the practice the form asks if they wish to join the PPG and this information is passed on to the chair. The practice also contacts patients through text and emails. Maggie Rogers says that she learnt about the PPG

via the Facebook page. The demographic is that it is mostly middle-aged women who use the Facebook page and at least 1000 have liked the page.

- f. Marilyn said that in the past and perhaps even now, the route people use to contact the PPG was through personal contact with PPG members.
- g. An example of communication. The practice realised that they had not been doing so many cervical smears as in the past and so they were able to put something about it on the Facebook page

6. Covid 19 – update and issues

- a. Suzi said that the practice was still seeing patients face-to-face, but many were dealt with by telephone first. They have a list of people that they know need to be sent straight through to the GP for an appointment to be made. They hope to expand this way of working as they want to have a better balance. Some patients are more than happy to have a telephone conversation but there are some who find this difficult, or where it is not clinically practical to do this e.g. looking at skin lesions or for those who find emailing pictures technologically difficult.
- b. Dr Sampson said that vaccinations were still happening at the Beeches Green hub – the number of a number of vaccines available had been low in April but this is picking up now. 35% of adults have now had two doses and in fact Stroud has the highest rate for over 70s in the country. There have been no cases of coronavirus in the practice for the last six weeks and there is one patient in ITU.
- c. There was discussion about the new variant of concern (sometimes referred to as the “Indian” variant) as cases have been doubling of this variant over the last three weeks. It is not known yet if the vaccine will be effective against this new vaccine.
- d. Dr Sampson said that he was concerned that national messaging about lateral flow tests were not clear. They are not suitable for people with symptoms. Those with symptoms need to have a PCR test. He intends to update the Price’s Mill Facebook page today with this message.
- e. The Moderna vaccine is only available in the national hubs and not at Beeches green. Men and women under the age of 40 and pregnant women of any age are not advised to have the AstraZeneca vaccine. Because of this some appointments have had to be cancelled.

7. Feedback from the Stroud & Berkeley Vale PPG network meeting and the county PPG meeting. The two most recent meetings of these groups have been mainly concerned with Covid and Stewart will copy the notes round to the members.

8. Dementia Friendly Nailsworth (DFN) also know Nailsworth DAA.

- a. DFN walks. It is hoped that these will re-start in June or July. Ros Mulhall and Clare Janik – who organise the walks - are writing to the practice to ask if they will contact suitable patients on behalf of DFN to encourage participation.
- b. Festival Saturday . Ros Mulhall’s community choir are performing on Festival Saturday (21st August) at 1pm to promote the work of Nailsworth Dementia Action Alliance(DAA). They will also have a table with literature.

9. Any other business

- a. Marilyn queried the system for people who are on annual prescriptions. This is known as repeat dispensing. As 90% of prescriptions are sent electronically the GP can do one years' worth of prescriptions and they go as one batch to the chemist. This obviously saves time for the practice as the patient does not need to do anything to get their repeat medications. However, it is recommended that the patient contacts the chemist 5 days before they need the medication. The volume received at the chemist is great and so they need to be alerted either in person or by phone call. The CCG is keen to have these sorts of methods of dealing with prescriptions as it is more efficient.
- b. The practice is now affiliated to the National Association of PPG's – the subscription having paid for by Prices Mill.
- c. A question was asked about whether the demise of CCG is likely to have any impact on the way things operate at the moment. Suzi said that there was no concern at the moment but was not sure about the future. The CCG was always designed to be a vehicle for the transition to ICS (integrated care system). The CCGs will cease in March 2022.

10. Date of next meeting.

16th of September 2021 at 11 am We will decide nearer the time whether this will be in person at the surgery or via zoom.

Appendix 1 .

Supporting GP Practices – Patient Participation Groups from April 2016, it has been a contractual requirement for all English GP practices to form a Patient Participation Group (PPG). In Gloucestershire we have a network of active PPGs who meet together on a quarterly basis. The CCG offers support and advice to our PPGs.

Role of PPGs

PPG members work with their practice to help ensure the best possible experience for its patients. The role of a PPG can include:

- being a critical friend to the practice
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- encouraging patients to take greater responsibility for their own and their family's health.
- carrying out research into the views of those who use the practice.
- organising health promotion events
- regular communication with the patients registered with the GP practice.

Gloucestershire PPG Network

The Gloucestershire PPG Network is organised by Gloucestershire Clinical Commissioning Group (CCG).

Find out more about [Gloucestershire PPG Network](#)