

Price's Mill Patient Participation Group
Notes of Meeting 16th March 2023

Present

Jennifer Skillen (acting Chair), Maggie Rogers (note taker), Marilyn Miles, Paul Young, Mike Kelly (NTC Rep), Maggie Bryant, Angie Spooner, Dr Andrew Sampson, Suzi Colley

1. Apologies

Betty Young, Stewart King

2. Welcome and Introductions

Jennifer welcomed everyone to the meeting and introductions were made.

3. Notes of Previous Meeting

Accepted as correct.

4. Update from Price's Mill

a) Staffing

Suzi has now returned fulltime as Practice Manager. Ian Cawthorne, will remain with the practice until Easter to complete some projects and complete his handover.

The management restructure is now complete, although not all new staff are yet in post, this includes the Patient Practice Services Manager and the Reception Supervisor. Also, two new receptionists were interviewed last week.

New nurses are continuing to be appointed, including a new Senior Frailty Nurse and Senior Contraceptive Nurse, so the situation regarding the nursing team has improved.

Dr Herbert is currently halfway through a four month absence, due back in May. In the meantime, two salaried doctors have been appointed to cover his work.

b) New GP Contract

The practice is digesting the new GP contract and are waiting for more detail before being able to fully understand the implications. There appear to be some challenges with the government moving towards access over quality. Quality has always been key to the practice provision. For example, the practice abandoned triage several years ago as they felt it worked better for the surgery to have doctors actively involved in seeing patients instead of triage.

c) Appointments and Waiting Times

There are currently long waiting times for routine appointments, partly due to Dr Herbert's absence and the cover not fully matching his time, holidays and time spent arranging locums. The practice is advertising for another partner, which should reduce the problem.

The practice is contracted through the Advanced Access Service to offer Saturday morning appointments twice a month. These are currently telephone consultations not face-to-face appointments due to the lack of reception staff. The situation is the same for both Monday and Friday evening appointments. This hopefully will change once the reception team is back to full strength.

Positive feedback was given regarding consultations with the salaried GPs. Dr Sampson thought there would be some overlap with the salaried GPs and Dr Herbert on his return.

d) Ear Syringing

Maggie B raised the issue of ear syringing. Appointments for ear syringing are being offered by the practice, but do not take priority over appointments for chronic disease conditions, so may not always be available. This should improve in time. It is not part of the general contract and depends on the ICB commissioning it as an additional service. The importance of maintaining people's hearing was agreed as valuable.

e) Covid Spring Booster Campaign

People aged over 75 years, those who are clinically vulnerable, people who are housebound or living in care homes will be offered a 6th booster vaccination. This amounts to 4,500 patients for the area.

For people over 75 and the clinically vulnerable the boosters will be managed and delivered centrally in hubs. The others will be coordinated by the PCN.

Dr Sampson reported that delivering the autumn booster campaign financially only just broke even for the surgery.

d) Other Information

Jennifer asked if it would be worth putting the new surgery structure on the Facebook page for patients to see. All new staff are already introduced to the patient population in a mini profile and photo published on the page.

5. The Way Forward for the PPG

(Dr Sampson left the meeting at this point.)

No one has volunteered to take over as chair of the group. Jennifer thought it might be possible for her to take on the role in the future, but not until her PhD was complete.

There was a discussion about how patients heard about the PPG and how this can be extended. All new patients are asked if they would like to join the group and in the past text messages and emails have been sent, but recruitment to the group has always been difficult. All patients are by default members of the PPG and Jennifer gave examples of different PPG structures, including virtual groups, newsletters, emails etc.

Marilyn mentioned that because she is well known in the town, when she was chair, people would often approach her in the street with concerns, which highlighted the importance of visibility. Paul agreed that for Betty and himself, being known in Woodchester Valley Village was important for people to pass on concerns.

Jennifer suggested making the meetings short and fun might attract more people and gave examples of her experience in Tetbury, where they took a group of Girl Guides around the surgery, thus introducing younger people.

Mike reminded the group about the Annual Town Meeting being held on Saturday 22nd April where several groups have stalls showing and advertising what they do. This could be a good opportunity for the PPG to meet people and raise awareness. Marilyn said that the Nailsworth Health Partnership have a table and she would be able to hand out leaflets. Leaflets promoting the PPG could also go in the surgery and Town Information Centre. There isn't currently a PPG leaflet.

Suzi was asked, and agreed, to facilitate any events and send out information on the PPG but cannot be involved in arranging them. She suggested that if a chair cannot be found then a virtual group should be considered. She emphasised that the practice valued the group and did not want to lose any members.

A possibility is to advertise for a chair in Nailsworth News (needs to be with the editor by 15th of each month) or via email to patients who have flagged interest in the PPG.

Jennifer summarised the discussion and actions:

- We need to write an information sheet saying what the PPG is and that everyone is a member, including how to become involved. This to be sent to Suzi for dissemination.
- Produce a leaflet for use on 22nd April and beyond. These can be printed at the surgery.
- Marilyn, Mike, Angie, Maggie B and Maggie R to meet on 24th March 11am at Mike's house to draw up the information and leaflet.
- Jennifer to send links to help with appropriate wording.

6. AoB

Jennifer offered her services to coordinate the qualitative data from the Friends and Family survey. Suzi felt it would be useful for Jennifer to meet with the new Patient Services Manager when in post.

Angie asked why the SMS messages only allowed patients to respond once and not after each consultation. This is a technical glitch that Suzi is looking in to.

Marilyn informed the group that Peter Badham will be taking over Lloyd's chemist in town sometime in May. He has asked Councillor Steve Robinson to carry out the official opening and would like someone from the surgery and PPG to attend. Suzi mentioned that the surgery has been notified that the branch of Lloyd's in Sainsburys will be closing on 25th July 2023 and it seems the licence is not being passed on. Lloyd's will function as Lloyd's Direct only.

9. Next Meeting

The next meeting to be confirmed.