

PPG Meeting Minutes

30th November 2023



Attendees: JW, SH, KS, LJ, GB, AB, MH
Apologies: PS, PC

1. Ratify previous meeting's minutes/matters arising (all)

Welcome

Apologies from PS and PC. PC has notified us of his resignation from the PPG. **AB to thank him for 5 years commitment to the group.**

Previous minutes

The minutes from August were ratified by the group and can now be uploaded to the website.

Matters arising

AB has logged service request with EMIS for functionality to be able to add an 'urgent' note to EPS prescriptions.

2. Practice items (AB/MH)

Telephone System

Positive feedback from patients and staff for the new telephone system. Callback function and queue number is working well. The initial morning queue is mostly cleared by the afternoon.

Patches

Patches went live on 1st August. We still feel it is important to offer online requests for accessibility. It is particularly useful for patients with mental health issues and also offers a translation service. We are, however, limiting the service to 50 clinical and 50 admin requests per day 7.30-11am for the following reasons:

- On occasions we are being overwhelmed with Patches requests
- Patients are submitting Patches for minor issues for which they probably would not phone the surgery
- Duplication of work where patients are submitting a Patches and then phoning the surgery

This will be reviewed again after a couple of months.

Staffing Update

- A new Nurse has accepted a job offer and hopefully starting in February
- Physician Associate is now in post – starting with minor illness type appointments and will expand (children, mental health etc)
- PCN Pharmacist started in October
- Physiotherapist starting in December

Governance Bulletin

- Patient complained that a 2 week wait referral was not explained properly and they were not aware it was for suspected cancer. The Nurse feels this was communicated and gave the patient a leaflet to explain this. Will reflect on how this is communicated in future.
- Complaints about GPs – how are these handled? GP is shown a copy of the complaint and a conversation is had with them re learning from this.

Next Patient Newsletter

Plan to produce a Christmas newsletter for December to include:

- Telephone system & Patches update
- Christmas opening times, request medication early etc
- PPG membership

3. PPG items (JW/SH)

Ear Irrigation Provision

Update from JW that she has been in touch with Dr Geeta Iyer (Deputy Chief Medical Officer ICB) who says the basket of services is being reviewed and that options are being explored for ear irrigation in the community from April 2024.

Healthwatch - Mental Health Strategy for BNSSG

A working group is being set up to look into the service offered by Vitamins (now NHS Talking Therapies). As a practice, Fireclay Health are recommending that patients self-refer to this service (a text with a link is usually sent). This is being done appropriately by clinicians but the working group is looking into the processes involved in using the service from a patient point of view. SH is part of this group and has some case studies to use. Feedback from some patients using this service is that:

- Access to the service is difficult
- There is no individualised patient care - generic group-based sessions only
- Feels like a call centre
- Measurements based on numbers which do not reflect the reality – success rate is false

Health Awareness dates

SH has researched health awareness dates for Jan-June 2024 which have been passed to Operations Manager SW to use for website and facebook posts.

PPG Membership

The membership of the group needs to be increased, especially in light of PC resignation. Ideas which will be implemented:

- Add a message to the TV screen
- Add to front page of the website
- Facebook post
- 2 weeks in January for clinicians to promote the group to patients
- Text message to all patients attending the surgery in a specified time period?

4. AOB (all)

Diabetic Services (KS)

KS wanted to raise the issue that there are no local services for Diabetic Eye Screening and Podiatry. The closest locations are the Willow Surgery, Downend for Eye Screening and Knowle West or Weston-Super-Mare for Podiatry. Sirona used to rent a room at St George Health Centre but the contract was terminated as another clinical room was needed to fulfil demand.

MH/AB to discuss availability of local services with Diabetes lead CL

Accessible Parking at Lodgeside (LJ)

LJ reports that the accessible parking spaces at Lodgeside are not accessible and no bigger than the regular parking spaces

MH/AB to look into

Sign at Lodgeside (LJ)

Terrible grammar on a sign at Lodgeside front desk!

MH to replace – done 1.12.23

Annual LTC Bloods (GB)

GB feels that vitamin D should be included in annual LTC blood tests, particularly for black/African/African-Caribbean/South Asian patients and all housebound patients. Low vitamin D can have a real impact on patient health and is often missed.

AB/MH to find out more

5. Next meeting date

- Thursday 7th March 2024 3.15pm