**PPG Meeting – 31 May 2023**

**Location - Beltinge Surgery**

**Present** Jill Clowes, Chair - PPG

Jackie Moore – PPG

Ros Clark – PPG

Carol Harper – PPG

Diane Hallett – PPG

Susan Risby - PPG

Dr Ho - THMP

Claire Sears, Operations Manager – THMP

Debbie Bryant, Medical Secretary and Minute Taker - THMP

**Apologies**

Gayle Savage - PPG, Maria Frize – PPG, Pauline Newman - PPG and Helen Sutton – The Heron Medical Practice.

**Matters arising**

Jill said Sheila Chesney came to a couple of meetings and would now like to come back.

Unfortunately, there are no vice chair volunteers.

**Minutes**

All were happy with the previous minutes.

**AGM**

Rachel Smith was unable to attend today, but will be coming to AGM, the date and time of which are 4 July 2023, 2pm at Beltinge Surgery. Claire advised that Helen is putting together speakers for the event.

Jill has done a draft agenda, but cannot put this together until she knows who the speakers are. Jill will send the draft to Claire who can then add the speakers when these are known.

Dr Ho is unable to attend the AGM due to PLT commitments and Claire will speak to HS about this.

The agenda will go up on the day of the AGM, but there was discussion about putting this up beforehand, on the Practice website. Claire will action this and put it on social media and in all surgeries.

The last AGM was in September 2019 in the William Street hall.

Jill advised that the agenda will run along the lines of:-

* Welcoming everyone and there will be a list for everyone to sign (with all details listed at top) and to show those in attendance.
* There will be thanks to everyone who kept things going through COVID and thanks also to Theresa, Jill’s predecessor.
* There will be a brief summary of the purpose of the PPG which Jill will write from Terms of Reference and email to Claire before the event.
* There will be a summary, including what and how beneficial PPG is and Jill asked if meetings, information, questions and visits will be sufficient for this.
* If all members are willing to stand again they will automatically be elected and there will be an invitation to others to join the group.
* Thanks will be given to David Surridge for his time and for starting the PPG.

Jill suggests that one partner, Helen and others speak at the AGM and Claire will speak to Helen about who is available.

Claire advised that the AGM will cover what we currently do and what we are hoping to achieve.

RH questioned the number of diabetic patients as he feels 1400 is too low. CS advised stats come from apex.

**Annual Report 2023**

In Helen’s absence, Claire briefly went through the annual report and advised that we are expecting a CQC visit this year and preparatory work is being done and the Practice has already discussed strategies.

Current staffing levels were discussed and all staff and leavers were listed. Reception have the most leavers due to demands and patients.

Staff benefits were mentioned.

Jill will take the report away and put any questions from this on to the agenda for the next meeting.

There has been a drop in patient numbers which was discussed and the Practice feels the decline is due to not as many babies being born.

It was suggested that the Practice engage good Google reviews to promote new patients and Dr Ho advised that we have three stars and Park have three and a half so this might sway which Surgery some patients choose.

The Practice offers a lot of appointments, but will never be able to meet demand.

It was stated that reception answer calls as quickly as they can.

Dr Ho advised that there are sufficient UTC’s and the app “wait time” shows the current waiting time at each.

There is difficulty with online appointments not being available and these go quickly when they are.

It was suggested that the Practice revisits its Facebook page and remind people of how to access their GP, online with e-consult etc.

65% of appointments overall in the last year were face to face and this is important given what’s said online. 26% are telephone and are likely to be patient choice. Jill mentioned other specialist services available and things a GP would have done previously.

DNA rates are 2.5% and a lot are amongst the Nursing Team. Claire wonders if this is due to these being booked so far in advance that patients forget or cannot then attend nearer the time and advised that the Practice are looking at ways to reduce DNAs. Practice Nurses contact patients soon after their missed appointment with a standard DNA message.

There has been a decrease in the number of patients requesting telephone consultations and it is felt that now we are coming out of covid people want to be seen.

The development at Hersden was discussed and it was mentioned that building costs have gone up three times since the outset. The Government are hesitant to approve this because of the increase and rent will therefore subsequently be higher. However, it was agreed that Hersden definitely needs to be expanded. Hersden is now open two full days and three half days with the hours being extended due to demand, likely due to all the new houses. Jill asked if we have enough GPs to do more hours at Hersden without taking away from St Anne’s and Beltinge and Dr Ho advised that we have four sites to cover, including the UTC and the Practice needs at least seven Doctors in every day to cover all sites. Dr Ho feels that demand is not there at Hersden at the moment to warrant opening more.

JC asked that regarding the business plan this is added to August’s agenda.

**Terms of Reference**

The Terms of Reference were signed by all those in attendance.

**Governance**

Jill and Claire discussed the Governance Report and it was decided that everyone needed the full version or others wouldn’t know what’s being talked about if reference is made to certain pages.

**Practice**

Carole mentioned three unexpected deaths under the age of fifty and these were patients who hadn’t been in contact with the Surgery prior to their deaths. The Practice raises a significant event for any unexpected death under the age of sixty.

Carole asked if the patient who stopped taking their DVT medication did so through their choice or were they non-compliant and she was advised that this is currently with the Doctor and the outcome is awaited.

Carole mentioned a patient taking zapain and having had two thousand since January 2023. She questioned how they managed to get this many? Dr Ho advised that sometimes something like this can get missed due to the number of prescriptions a GP gets.

It was questioned whether there should be alerts on patient’s notes.

Carole asked what system we have in place to try and prevent patients being given the wrong information and Debbie mentioned a new method being used of asking for the patient’s date of birth first as it was felt this was a safer method of identification.

Webpost was discussed and Claire advised that it works out cheaper this way than paying for paper and envelopes.

Carole mentioned a baby being dispensed penicillin by Hersden due to two medications being next to eachother and Dr Ho advised that they have now been moved separately and it was likely due to staff talking and a simple mistake being made.

A lot of significant events are put down to human error and Jill advised that staff can only be more careful.

Carole advised that she wasn’t asked for her date of birth when she booked an appointment at the Surgery.

Jill said it would be difficult to rule out human error totally as we all make mistakes.

At the last PPG meeting Helen mentioned that she was going to invite Gayle to a significant event meeting, but Claire doesn’t think this has happened yet and she will check with Helen and get an invite sent to Gayle.

**PPG Practice Visits**

There was then discussion regarding follow on questions from the last set of visits where patients came up with issues.

Jill visited Hersden where most people said it was pretty good. There was then discussion about what questions can be asked and are there any volunteers to visit the Surgeries.

It is felt that patients are open and willing to talk and interested to know what their answers will bring, ie changes/improvements. Claire and Dr Ho would like questions leading to how the Surgery could be better.

Diane said as a patient she finds it difficult to get diabetic appointments and follow up on bloods and that she doesn’t get automatically contacted for routine checks, ie feet.

Jill asked if patients are being contacted for regular follow ups for chronic conditions, ie asthma, diabetes? And also talked about her husband’s blood results and how to obtain these.

Sue advised that the PPG need to be specific with their questions or face open ended answers and it was requested that the questions by run by Claire and Dr Ho.

Possible questions:-

* Did you find it difficult to get to the Surgery or did you need help?
* Do you have a carer?

Dr Ho queried whether Age UK could help and Diane mentioned about asking Crossroads for help with transport.

Sue advised this issue could be leverage with local MPs if enough information could be obtained and provided.

Jill and Sue agreed that they will sort out questions and asked for volunteers to attend the Surgeries and ask questions. Sue will arrange the questions and circulate these by 15 June 2023. The next meeting is on 2 August 2023 at 6.30pm and Sue would like the visits done by the middle of July 2023 so she has enough time to put the information together in to one report.

**Other**

Jill encourages others to think about being vice chair to give her “back up”.

Jill advised that no one stands for more than two years, but Claire did say that Teresa did way more than two years. However, Jill said she will only do two years and she is happy to do it until the AGM next year.

Jill said she will send the agenda out two weeks prior to the next meeting and one week before she will send a reminder with the time.

One item on the agenda every time is for someone from the Practice to come in and speak and Claire, Dr Ho and Helen can liaise in this regard.

Jill mentioned that other PPG members need to let her know if there is anything they want added to agenda.

Finally, it was agreed that Debbie would send the minutes to everyone on every occasion for all to agree.

Meeting came to an end.