**Patient Participation Group Meeting Minutes**

**Sonning Common Health Centre**

**Tuesday 25 October 2022 2-3pm**

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| **Item** | **Discussion** | **Action** |
| 1. | Present: Margaret Woodward, Marlene O’Donnell, David Whitehead, Vicky Mynott, Sally Palmer, Ralph Drury, Sue Abbott, Jeni Wood (guest) |  |
| 2. | Apologies: Katie Williams – new practice manager (half term)  Peter Woolsey has stood down from the PPG. |  |
| 3. | The meeting started with time to reflect on the generous contribution Joan Lamprell made to the PPG. She will be greatly missed. |  |
| 4. | Members of the PPG introduced themselves to Jeni. Jeni told us about herself. She has lived in Peppard for 5 -6 years and is a patient at SCHC. Previously she was on the PPG for the Bell St surgery. |  |
| 5. | Minutes from the last meeting: approved.  Action from the minutes: OOH and extended hours – to be covered later in the meeting. |  |
| 6. | Surgery:  Update on staffing will be covered in the AGM (see minutes)  OOH proposal: NHS England has requested surgery hours are extended to 8pm. SCHC submitted a proposal which outlined new roles for the PCN rather than bidding for additional GP and nurse cover. This seems to be what is required as other surgeries who asked to additional GP and nurse hours were unsuccessful. The SCHC proposal included:  Phlebotomy. A clinic for all PCN practices to run at Townlands 9-1.15 on Saturday mornings until April 2023. Two phlebotomy nurses work in one room which has some issues regarding confidentiality. They are unable to do INRs or take bloods from under 18s. Townlands has been very accommodating. The clinic relieves pressure on surgeries during the week. It is not certain how sustainable this is as this service relies on good will of existing staff.  Remote pharmacy. 2 pharmacists are working across the PCN. They are in Kent and Lancashire doing medication reviews over the phone. Hours are 6.30 – 8. The process is slower than if they were based in the surgeries. They have access to patient records.  Physio first point of contact – this is work in progress. Consultations are offered 6.30 – 8 via email.  It is not possible to offer additional GP hours. GP already work 12 hour days and there are no GPs looking for work.  Practice manager: Katie has started and has made a great start.  Reception: Two recently recruited staff are leaving. Recruitment is ongoing. There has been a poor response. This is a key role for the surgery. Phone calls to the surgery have risen from 6600 in September to 7500 in October. These are taken by reception staff.    Waits for bloods are under a week. It is not possible to book more than three months in advance. Patients needing regular blood tests need to book 6 weeks in advance.  Work is currently being done to improve the patient journey and to improve things for the staff in the surgery.  COVID vaccinations: Sept – date 2,323 have been done. This is on top of jabs for the housebound and those in nursing home care (about 60-70). Almost 100% of residents at Abbeycrest have received theirs. The surgery are doing COVID and flu at the same time. Volunteers for the clinics are really helping. Future clinics will be 5/11, 19/11, 16/11, 23/11. These have been publicised on the SCHC website and are in the surgery magazine. Clinicians have found that the 3 minute appointments have resulted in waiting for patients. They are now trying 2 minute appointments.  David raised an issue with the blood pressure monitor in the waiting room. He found it was reported a lower blood pressure than that in the pharmacy and on his machine at home.  Douglas and Peter are still on as PPG members on the website.  GP numbers. Some of the GPs work part time hours. Salaried GPs have raised their large workload with the senior management team. None of the GPs feel they can do more than 3 days a week. They are all doing other roles in the NHS eg teaching, OOH.  There are 15 GPs including 4 registrars. One GP is on secondment in St Helena for 6 months. Her role was advertised but there were not any applicants. | BP machine to be recalibrated - **Sue**  **Sue** to remove their names |
| 7. | Events.  Menopause. 37 people attended with an additional 35 watching the recording after the event.  No events are booked for 2023. Ideas include cardiology, diabetes type 1, dementia, mental health with perhaps an emphasis on younger people, sepsis. | PPG to plan events for 2023 and put dates in the diary. |
| 8. | Self is now operating as South Oxfordshire PPG alliance.  PCN. All the PPGs in the group need to improve how they all work together.  Healthwatch. David continues to receive emails and passes on information as appropriate. | It would be beneficial for a **PPG member** to attend if possible and provide feedback. |
| 9.  10. | AOB.  Recruitment to the PPG. Need a balanced representation. It was agreed to try to include year 11s in the work of the PPG.  Roles in the PPG. Vicky has taken on a lot of the work Joan previously did. There is a need to redistribute the jobs she currently does.  Date of next meeting: No date was set but 4 will be put in the diary for 2023. Ralph offered to stay on as the GP rep in 2023 and was thanked for this. | **Vicky** to contact schools to include in their notices  Put in SC magazine. **Sally** and **Ralph** to draft a paragraph for this.  To be discussed at next meeting. |