Sonning Common Health Centre

Patient Participation Group Meeting Minutes

20th February 2024

1 Present. Katie Williams, Tom Rockell, Vicky Mynott, David Whitehead, Barry Wood, Sally Charlesworth.

2 Apologies for absence . - Ralph Drury, Marlena O’Donnell,

Margaret has stepped down from her role within the PPG - thanks were given to Margaret for her time and contributions over the years she has volunteered with us.

3 Minutes from the previous meeting 26th November 2023 confirmed

Actions review.

Action - Barry spoke to the blind lady who wanted access to the online health events. We felt the best way to move forward with making the website more accessible is for **Barry to give the carers details to Katie and for Alfie to liaise with her about website usability.** The health events can be accessed with help from friends of Sonning Common Library.

Survey to start Feb time - will come to on item no 6

Barry to liaise with PCN for step down bed action - item no 7

dates for next meeting item no 10

PPG recruitment - item no 4

4 Update from Surgery - Tom Rockell Katie Williams

Kim Emerson and Ralph Drury are stepping down as partners and Tom Rockell and Peter Mennear will become partners. Ralph Drury is staying on as a clinical role only and Kim Emerson will be assisting in the transfer of the new partners into the team as well as staying with with her clinical role.

Katie has been on a recruitment drive - only one position left to fill - Pharmacy Technician.

Anne Moore who started on the 1st December, has taken the role of clinic and operations administrator and also facilities and IT manager.

Andrea Moore who started on 4th January, has taken the role of Operations manager with some IT work to, this involves more business facilitation and aiding being CQC ready. With changes in staff CQC may happen more quickly.

Katie has taken on the HR and recruitment roles.

Three receptionists have been recruited, one started last week, one starts on the 11th March and one on the 21st March.

Administration team is now full with 2 extra staff to help manage the increased workload - adding 35 hours a week to the team. One is a previous medical secretary who will start 15th April and one has no medical experience and starts on the 4th March.

New Care coordinator doing 30 hours a week Monday to Thursday starting on 4th March.

New Senior administrator - part time role of 30 hours a week. The senior admin role is shared by Angela Romero and Rosie Taylor, 2 current admin employees who will now take the additional responsibility of job share as senior administrators.

It was asked whether the part time roles require more funding than full time roles but Katie said that it didn’t make too much difference in funding.

Tom Rockell said that the staffing is high at the health centre by partner choice to allow for good access to all health care. It allows for a better ratio of GP to patients than a lot of other surgeries. Barry thought that this should be shared with patients on a wider basis but it was agreed that this information is available to people via PPG minutes and on the website but doesn’t need to be advertised to patients.

David asked if it is normal for patients to have a designated GP. Tom said that it was normal but patients get offered appointments on availability first. **Katie said she will liaise with reception and ask them to offer appointments to patients with their own GP (naming them) as well as an earliest available appointment with any available GP so that the patient has the choice of seeing their GP if possible.**

It was raised that the PPG tile from the homepage of the website is no longer there and it was agreed that it should be on the home page. **Katie will talk to Alfie and Nick about it.**

**PPG recruitment poster to be put in the waiting room on the PPG board, on the TV screens as well as printed flyers to put in the waiting room. Vicky will also send out to the mailing list with a short piece of written info about the PPG and what we do to inform patients. Will request this is also put in the magazine with the poster. David was asked to write a short paragraph to go with the recruitment poster.**

5 Events - Vicky said attendance was disappointingly low for the Sport in Mind event considering it was linked with Bell PPG, but advertising was late and not put up on the TV screens in the waiting room.

We talked about whether it was of value to continue with the health events if the attendance is low. Katie said that she feels it is good to offer to patients and Vicky feels that the feedback she gets back about the health events is always very positive. It is also a good way to help promote people to take responsibility for their own health.

Barry said that in person events in Henley by Bell PPG were really good. But they now do all theirs online.

The time of the event was also discussed - normally 6-7.15 pm. Vicky said she normally offers this time to the speakers and it tends to fit with their work schedule. Also earlier was felt to be more likely to be travel time and later wouldn’t be feasible. Day time limits attendance by people who work.

Next event has been confirmed to be on Stroke by Dr Kumar Nagaratnam on Tuesday 7th May 6-7.15 pm . To include causes, medication, prevention and risk factors including AF, high BP and high cholesterol.

Vicky has contacted Tim Spector as a potential speaker to talk on gut health and diet but he declined and wasn’t able to recommend anyone else.

Tom has suggested a talk on lifestyle medicine and will send Vicky details of Dr Ellen Fallows for her to contact as a potential future health event speaker.

Barry has said that he can hand out flyers for health events to the local Harmony singing group to help advertise.

6 Market Research update - Marlena was unable to be at the meeting today so sent information via Vicky. Marlena has struggled with turning the survey into an online format. So she has designed it in Google forms, but has been unable to test it to make sure that survey can be done by those who don’t have a Google account - Tom said that you can access it without one. Vicky will look to trial it.

All PPG members are happy to volunteer time to assist with collecting data. Volunteers will sit with patients and assist in filling in questionnaires with them in the waiting room while they wait for their appointments.

**Vicky will send an email to all members asking for availability and Marlena can coordinate the times and let Katie know when we will be in.**

**David suggested we have a pre-written standard script as an introduction to say to patients with the aim of filling in the questionnaire and what we hope to gain.**

**Vicky to send out the questionnaire to all PPG members so they can look at it before they assist in collecting data with patients.**

7 Step Down beds update - Barry has been in contact with Janet Waters from Bell PPG who is coordinating the local PPGs to act in support of keeping the step down beds and an online meeting with Dan Levison is being held tomorrow which Barry will attend.

The 7 step down beds have now gone (beds for patients who don’t need medical treatment but who are not safe to go home without further input ie: physio, OT, care package etc). Barry feels that there needs to be consultation as Oxfordshire County Council haven’t consulted anyone about the closures. Since OCC took over the beds from the NHS there hasn’t been any consultation. The knock on effect to local NHS services will be huge. RBH wasn’t consulted as Townlands is half Berkshire half Oxfordshire run. He feels that there is little hope of OCC funding the beds but is going to push for community funding which will cost £250k a year to have the beds open.

8 PCN - link regarding the Step down beds as above.

Healthwatch - Margaret who shared the HW info has stepped down so Vicky will pass on any emails from now on.

Barry has been in contact by HW to talk about problems within the system regarding his wife’s care following health needs during a holiday. They are gathering information for problems within the systems so they can try to rectify the issues.

Vicky completed a Healthwatch survey which was looking at feedback to help provide better support for PPGs.

9 Any other business.

David noticed that the TV screens were out of date - Katie said she will get Alfie to update them. Vicky also mentioned that the last PPG event wasn’t put up on the screens.

David mentioned that Day Lewis Pharmacy are asking patients to ask for medication via their own App rather than patient access and asked if anyone knew why this was happening and are there any implications for the HC. Tom said he was unaware of this. **Katie said that Nick Smith and Michael Weeks have a meeting with Day Lewis soon and will raise this with them and feedback to us**. The meeting with Day Lewis is to discuss new national government recommendations for what pharmacies should now offer in their services. There is a list of 7 health complaints which are meant to be covered. They are planning on discussing how this can work best for both the pharmacy and the practice.

David has been told by pharmacy staff that the dispensing machine is being used regularly in the village and seems to be going well.

Barry raised a point about phone calls from GP to patients regarding urgent cases which have been missed as they have gone to mobiles instead of landlines. Which led to anxiety and concern for the patient and family involved, as well as access to emergency care. **Katie said that she will talk to the reception manager about making sure that the reception staff always check which number the GP should call with the patient when planning the call back.** **Tom also said that the system defaults to calling the mobile number over the landline number so this will be discussed at the next clinical meeting.**

Katie said that they are planning the Covid Spring Booster. In the next management meeting the team are going to talk about who will be offered the booster as the government funding does not cover the admin work, cancelled clinics and all that is involved in giving the vaccines.

Sally has agreed to become a volunteer on the PPG.

10 Date and time of next meetings:

Tuesday 2pm on:

11th June

17th September

10th December