

Upton Village Surgery Patient Participation Group Meeting

13th February 2024

Meeting Minutes

Attendees:

Matt Davies, Rebecca Dalby, Yvonne Gibson, Graham Tongue, Christine Hibbert, Bob Redhead and Heather Redhead.

- 1) No apologies were received.
- 2) The minutes from the previous meeting were approved.
- 3) Group Chair, Yvonne, reminded members that all items for the agenda should be sent to the group secretary 10 days before each meeting and that the previous meeting minutes, agenda for the next meeting - including standing items and newsletter suggestions will be circulated 1 week before the meeting date.

Option of Part 2 minutes agreed.

4) UVS Practice Managers report

This winter there have been no additional funds allocated by DoH to support winter pressures. This years' Covid booster campaign will run between April and August and cohort will remain over 65's and those with medical susceptibility. The provision of vaccines to housebound patients did not run smoothly as in previous years and resulted in additional costs to the Practice. The practice is prepared for the MMR Campaign to ensure all children are vaccinated as there have been cases in the region.

The Practice HCA, Karen Edwards, is to train as a Nurse Associate

which will allow her to widen her role. The new ANP Bonnie Davies, is now in post taking acute referrals. A GP assistant will support the GPs by checking results.

Clinical Pharmacist, Jenny Jones is to commence a clinical prescribing course

Two new GP Registrars will join the Practice, Rachel in May and Massoud in

August. The dietician has now left because the service was not utilised as hoped.

There is now additional physiotherapy with Mohammed at UVS Thursdays and Carolyn at BHC on Friday mornings due to lack of space.

'Health Box' offers community Mental Health support and onward referrals when required. This is an excellent service, offering good support to patients. James has left and Holly Edwards is to start.

There are changes within the PCN with both Gail Harrower (admin), to be replaced by Becky Francis and Sharon King moving on.

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The Practice redecoration to the reception area has been completed. The corridor to the Consulting rooms is next. The Practice has applied for an improvement Grant for a new clinical room and automatic doors at the entrance and main corridor.

Matt and Rebecca have taken over the Environmental Strategy and are looking to reduce costs using LED lighting and solar panels. The utility bill is huge.

5) Surgery redecoration

First phase completed. See Practice Managers report above.

6) Staff access to Hospital results.

Rebecca informed the group that 70 % of admin staff have access and others will be trained as required. This applies to results of patient tests requested by practice GPs.

7) Managing Capacity

This is improving as additional staff have been recruited and an increasing number of patients understand the need to see a different clinician when appropriate.

Tony asked what data was being collected regarding capacity, the collection method and accuracy. Should this information be published and shared?

There continues to be an issue with DNA's despite text reminders.

Central government proposed GP budget uplift currently 1.9%.

8) Defining the role of the PPG

Following discussion, it was decided that a working group needed to meet separately to formally define the group role and terms of reference.

9) Practice Newsletter

Rebecca circulated a copy of the most recent newsletter. The group discussed ways of circulating the letter within the local community. These included a link from the Practice website to the newsletter, displays in local pharmacies and library - and copies being available in the waiting area. There was a brief discussion regarding space in the newsletter for the PPG. (See Actions)

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10) Practice Website

The group recognised that the website is significantly improved due to the work of Rebecca and Graham.

Rebecca informed the group that there will be a link from the website to test results. In addition, there will be information regarding accessing children's mental health care as part of the continuing updating process. The group also raised the issue of data collection for those using the website as a means to target and improve content. (See actions).

11) Core Member Confidentiality sign off.

Completed during meeting.

12) Attracting additional Core Members

The group unanimously agreed that we need to increase diversity, mirroring our patients/service users. It was felt that by increasing our visibility via the newsletter, website and volunteering within the waiting area and that this may encourage new members to become involved.

13) Work Programme for 2024

Educate - online access to appointments etc - e.g. drop in sessions.

Rebecca has agreed to book a room to train volunteers to assist patients

Wishing to access online services and information.

Date provisionally agreed, Monday 13th May at 10.30.

Get to know PPG - photographs

Communications - library, waiting room and pharmacy.

PPG purpose and terms of reference - Becca to email.

Recruitment representative - Becca

14) Patches - a positive experience

Heather fed back to the group regarding two positive recent experiences using the online system. In both instances issues were successfully resolved without the necessity for a face to face consultation. This further highlighted the importance of patients being able to access this facility.

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Next Meeting

Tuesday 25th June, 3.30 - 5.50. Venue to be confirmed.

Action	Lead	Target Date	Status
Surgery building improvements	Matt		Ongoing
PCN network meeting report and attendance.	Bob	Bob to confirm next meeting date and circulate.	In progress
Sharing/gathering information regarding additional staff roles and appointments for inclusion in newsletter.	Rebecca/ Graham		Ongoing
Part 2 minutes when required.	Yvonne		Completed
Volunteers to meet with Rebecca for training in accessing digital information/services	Rebecca	Next meeting	Ongoing
Newsletter inclusions and improvements + PPG inclusion.	Rebecca/ Graham		Ongoing
Work programme 2024	All		Ongoing
Defining the purpose of the PPG and ToR	All		Ongoing