

Upton Village Surgery - Patient Participation Group

Minutes from PPG Meeting – Monday 9th October 2023

Attendees: Matt Davies, Rebecca Dalby, Bob Redhead, Yvonne Gibson, Graham Tongue, Heather Redhead.

1. Practice News

Matt gave some feedback regarding the Autumn vaccination programme for patients at increased clinical risk and those over 65. The programme was brought forward following the emergence of a new variant.

The government has reduced the tariff paid per patient to cover programme costs. There is already concern regarding winter pressures, with our local hospital short of inpatient beds and possible discontinuation of the 'hot hub' at COCH due to funding withdrawal.

Several 'high intensity users' have recently transferred to the practice causing stresses in the practice.

The practice improvements are nearing completion with just the decoration of the foyer remaining. A new practice nurse, Claire Thomas, has been recruited. The Practice is looking to recruit a replacement ANP when Elaine, the current post holder leaves at the end of the year.

2. Website

Rebecca and Graham have been collaborating with regard to the ongoing improvements and streamlining of the Practice website. Graham has done some work regarding the standards and our position within the website standards. Currently we are mid table with a score of 4 out of 8. The 4 remaining components being worked towards are: Appointment accessibility, Prescriptions, Fit notes, access to test results. It is hoped this will be completed by years' end. **(See Actions)**

3. Appointment of Chair and Vice Chair

Yvonne was unanimously elected as Chair with Bob as Vice Chair.

4. Core Member Confidentiality, the role of Virtual members

Most Core Members have signed the confidentiality document. Heather has emailed a copy to Christine Hibbert who will be rejoining the core group.

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We discussed the role of virtual members going forward and it was decided that as we could no longer share potentially confidential information with an unvetted group, Rebecca would inform them that the virtual group will cease to exist. Instead, a link with the secretary's email address (uvsppgsecretary@gmail.com) will be added to the website and newsletter so that issues can be raised with the PPG Core Group.

5. Survey Results and Future Work Programme

Graham requested a Practice update regarding the current position regarding the 3 most common survey complaints and additionally any relevant information which will help us to develop our projects for 2024. This will be an agenda item at our next meeting.

6. Newsletter

Rebecca is in the process of redesigning the newsletter. PPG asked that space be found for PPG information and contact details. (See item 4). A draft copy of the redesigned newsletter was handed out and comments invited.

7. Recruitment of new Core Members

There was discussion regarding ways to address recruitment. It was suggested that greater use could be made of current media to attract new members. Bob also suggested PPG members staffing a patients' 'help desk' in the waiting area periodically to disseminate information regarding PPG, using online services and Practice news. Yvonne made contact with free local magazines re including a PPG item.

8. Alternative day/dates for future meetings

Yvonne proposed that we continue to have three Core Group meetings per year. This was unanimously agreed and it was also decided that formal 'prep' meetings will cease. Instead, informal contact between members would suffice.

9. Online Access for patients

The enhanced online access project is nearing completion with a 'soft launch' in progress to facilitate safety/security checks. Should go live next week. Patients will be able to use **patches** to have online access eConsult, fit notes and health advice. A link will be posted on the Practice website.

10. Patient Choice of referral centre

Graham asked why there wasn't a list of options automatically offered to patients requiring onward referral. Matt informed the group that COCH does not facilitate their inclusion in a list of options, rather the onus falls on the patient to request alternative options. This is then actioned by the referring clinician.

Perhaps an educational option for the PPG going forward?

11. Availability of pre-bookable appointments

Bob asked why it seemed so difficult to book a future appointment - even when requested by the GP. Matt and Rebecca explained the ongoing challenges when managing urgent and non-urgent appointments. Graham suggested that patients could be better informed about the timing of appointment releases. It is hoped that **patches** may alleviate some pressure with a 48hr response.

12. Feedback from Septembers PCN meeting

Bob fed back about the recent PCN meeting he attended and will circulate the full minutes when he has received them.

Matt informed the group that the PCN is to become a Limited Company which will be of value to the Practice(s). It will enable them to recruit through the PCN and therefore provide security for posts should government funding be withdrawn.

13, ToR and defining the purpose of the PPG

to be discussed at next meeting. **(See Actions)**

Next meeting and AOB

It was agreed that we will have a Core Members' What's App group. This is just for urgent issues.

The Next meeting will be Tuesday 13th February 2024, 3.30. Venue to be confirmed.

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Action	Lead	Target Date	Status
Well Woman Clinic provision	Practice	Alternate Thursdays i/c Dr Milner	Completed
Surgery building redecoration	Matt	Nearing completion	On target
Staff access to hospital results	Rebecca	In house training	Ongoing
Managing Capacity Update	Matt/ Rebecca	Next meeting	In progress
Defining the purpose and terms of reference of PPG	Graham	Next meeting	In progress
PPG space in practice newsletter	Rebecca/ Graham	Next meeting	In progress
Redesign/updating of practice website	Rebecca/ Graham	End Dec 23	In progress
Complete Core Member confidentiality sign off	All	End of month	In progress
How do we attract more Core Members?	All	Next meeting	In progress
Establish a WhatsApp group for current core members	Heather	End of month	In progress
On site parking issues	Matt		Currently resolved
Work programme	All	Next meeting	In progress