

TO: ALL MEMBERS OF THE PATIENT PARTICIPATION GROUP

Summary of the Patient Participation Group Meeting held at Whitchurch Health Centre
on Monday 3rd July 2023
Meeting 5pm to 6 pm

Attendees:

Mick o Neill-Duff	Dr John Fawley	Julie Welch – Managing Partner
John Button	Dr Indra Da Costa	Georgie Welch - Reception Manager
Graham Banfield		
Tim Kent		

1. Welcome and Introductions.

Apologies- Kim Hicks, Margaret Bawden, Robert Nevette.

2. March 2023 minutes reviewed and accepted.

JW. Flue campaign planning to start mid-September 2023. This could be a good time to position table in reception for use of PPG members to raise awareness of the PPG as discussed in previous meetings.

MND. Requested feedback on document submitted to practice regarding reception area suitability for wheelchair access and Patient/Receptionist privacy when discussing medical matters.

JW. First pass at re-arranging reception area carried out and a wheelchair user asked to trial the new layout. The new layout improved access but further adjustments regarding seating requirements being looked into to further improve wheelchair access. Mobility scooters being larger are also a consideration.

JW. Emma Turnbull asked about the layout of the waiting area, as a wheel chair user she sometimes finds it difficult to navigate. We have said that it would help if Emma came to the practice and we can look at the layout together.

JW. Patient/Receptionist conversation privacy -mobile screens placed in front of reception desk to separate receptionist stations. Confidentiality room can be made available, Patients can use small desk at end of reception, Patient write down information for receptionist although this not always enough to ensure patient directed to the best person/service to deal with their condition. For both items Access and privacy discussed at previous meeting 7/03/23 and noted in minutes.

MND. Electronic Information/Notification boards some not working and some doctors not using choosing to call out patients name. Doctors calling out patient name sometimes results in patients not hearing the doctor from one end of the surgery to the other.

JW. Ongoing issues with repair due to service provider management failings. Six visits to date without resolution due to wrong parts provided. Hoping right parts in and awaiting engineer to fit.

GW. The screens repair issue has now been escalated to the highest level within the service provider and now hoping for a resolution of the problem very soon.

IDC. Explained doctors use of electronic boards and alternative choice to call patients in person. (18 rooms, Dr location change etc.). Some doctors have low voices that can also result in patients not hearing the doctor. This will be passed on to the doctors and hopefully they can raise their voices.

JF. Is it possible to put sign on wall showing doctors location?

JW. Due to contract with building owner not allowed to install signs on the wall.

MND. Raised agenda item Staffing Update

JW. Recruited GP due to start September 2023 and hopefully two more GPs possibly start awaiting their confirmation.

IDC. General overview of GP shortage being experienced by practices across the country.

TK. How far down on staff numbers?

JW. Approximately 25% to 30% down on required staff members

JW. Interviews happening and positive feedback to adverts.

JW. Has spoken to the Managing Director and Head of Communications of Goram Homes the main housing developer for the major homes building within the practice area. The money would be to make extra room in the practice, for example an extension. Informed them that we don't own the building, and this wouldn't be possible without involvement/permission of the building owner. The £90k is a one-off payment and wouldn't go far even if we could extend the building!!

However, just to be clear we believe that in the first place the £90k will be paid to the ICB, not the practice.

Explained have been chasing various parties starting prior to the pandemic for the above information and discussion without success. Goram Homes surprised no contact or discussion on such a major point.

IDC. Gave general overview of practice catchment area and Goram Homes developments involvement across the practice catchment area.

JW. Has contacted the ICB (Integrated Care Board) regarding the way forward but no answer to date.

TK. Sect 106 money a one off payment to expand the practice.

JW. Explained the buildings contract service charges have gone up 26% from last year to this.

TK. Gave general overview of PFI contracts.

TK. Going to make general enquiries about money that could be available to the practice for expansion.

JB. Raised points regarding access to medical records on the NHS app quoting various personal experiences.

JW. NHS App not a practice responsibility as it is an NHS system and populated by the NHS system administrators.

GW. Along with other practices from the 1st November 2023 patients can access their digital medical records. This does not include historical records.

IDC. Explained problems with historical records i.e. old paper records that would require loading into the system.

JB. Would historical records still be available.

IDC. Historical will still be available as required.

JB. Copy Reports and letters from hospital and specialists entered on system patient understanding these.

IDC. Patient not expected to fully understand and deal with reports and terminology. The doctor dealing with the patient will be involved and discuss the findings and way forward as normal.

JF. A practice doctor will always be involved regarding patient medical report and test results.

A.O.B.

JW. Informed meeting the practice gave Coronation party for Dementia patients and it went very well.

The practice also looking to start a women's health group.

GB. Item raised by Kim Hicks- Is it possible for PPG members to have a list of confirmed PPG members?

MND. Have emailed the current list of PPG members asking them to confirm if they wish to remain members but has had no response from the majority. Will try again and report back and confirm the list of confirmed members.

JW. Issued to meeting participants various records of practice stats for May and June.

Meeting closed 17:43

5. **Next Meeting** – 4th September 2023. 5pm to 6pm

