

**Notes of Patient Participation Group meeting at
Hoyland House
14 May 2024 at 17:00**



Present

Patient reps: Sue Canning (SC), John Finney (JF), Anthony Fisher (AF), David Perry (DP), Jennifer Stark (JS), Charlotte Tempest (CT)

Staff: Dr Rhys-Evans (RE), Jenny Vallely (JV), Amanda Heyden (AH)

Visiting Speaker: Angela King (AK) based at Beeches Green.

Apologies: Brian Painting (BP).

	<p>The Chair welcomed John Finney as a new volunteer member. Note that the agenda numbering below reflects a change in the intended order.</p>
1	<p>The hoped-for presentation from Adis Kukic from Painswick Pharmacy had to be postponed and is hoped for at the next (patient-only) meeting. In lieu we heard from Angela King held over from the previous meeting.</p>
AK	<p>Angela is working as a Social Prescriber, one of three in our five practice Primary Care Network offering between them the equivalent of 1.5 full timers. Their work is complementary to GP's and can help to reduce the pressure of number on the surgery. AK's work covers the areas of mental health, finances and bereavement, focussing support in all areas that contribute to ill health. She often advises patients, particularly the elderly, with benefits, food vouchers and blue badges, and has had a good rate of success, particularly in obtaining grants for those in need. She has had to deal with gambling addiction, attendance allowance difficulties and bereavement after effects. One particular cause of problems is a lack of computer knowledge, especially among the older population. Recently she has noticed an increase in the Social Prescribers' workload, possibly due to increasing waiting times for GP appointments. AK has to deal with everyone sent to her (or others of the social prescribing team) usually by GPs. She said it is a wonderful job and she gets much satisfaction from it, especially when the help has been successful. Social prescribing is funded by National Health England's (NHSE) Additional Roles Reimbursement Scheme (ARRS).</p>
3 RE	<p>Report from Doctor Rhys Evans RE is very appreciative of the work offered to patients carried out by social prescribers. The front-page comment in May's copy of the Beacon referring to the number of patients not showing up for their appointments has caused much comment and is beginning to make a reduction in missed appointments. DP pointed out that it had been the Beacon Editor's decision to highlight that paragraph of his news bulletin in this way. The eConsult triage system for seeing a doctor continues to be the best method for prioritising patient consultations, though under current pressures routine appointments are currently delayed for up to 8 weeks. Patients are seen sooner, if the need is more urgent, or there has been a change in symptoms. Prioritisation</p>

	<p>decisions are always made by a doctor not a Receptionist. Texts are sent confirming the appointment and it is hoped to soon add to the system the ability to send last minute reminders.</p> <p>The use of Practitioner Associates (PAs) has not been taken up by the surgery. These are science graduates with only two years training (it takes 10 yrs to become a Doctor) due to the time it takes to support them and ensure patient safety. Unfortunately NHSE ring-fences PA funding which cannot be spent on additional Doctors as the Practice would prefer.</p>
2 JV	<p>Practice Manager update</p> <p>JV expressed her thanks to Rachael Cooper, who is returning to South Africa, having spent several months, working as a receptionist. She is not being replaced initially and will be greatly missed. Another receptionist is on maternity leave, expected back later this year. (Alice/Mandie will cover her work.)</p> <p>The Practice has been involved in NHSE's General Practice Improvement Programme (GPIP) for 3 weeks focused on capacity and access issues. Rhian Loughlin is working with them in a coaching capacity, looking at data, protected learning time, and avoidable appointments. DP has been involved to give a patient perspective and is expected to be consulted again.</p> <p>DP mentioned the ongoing concern, "How does the PPG represent patients?" and hoped that the current distribution of leaflets would help.</p>
4	<p>Who's who in the Practice?</p> <p>Doctors' names are listed on the website but DP suggested that making names of staff more accessible would be worthwhile. A board with photographs of all in the Practice had been considered and is used widely elsewhere.</p> <p>It would be useful for the PPG to have the names of everyone and their roles in the Practice and JV confirmed this would be possible.</p>
5	<p>Practice Statistics</p> <p>DP shared an example of the presentation of Practice statistics from the National Association of Patient Groups that illustrated various statistics that might be regularly included in the Beacon. CT noted that this would demonstrate how busy the Practice is, and referred to the notice in the Beacon during Covid which showed how busy the Pharmacy was during that time.</p> <p>JV pointed out that it will take a member of staff some time to bring the figures together, but once produced could be repeated more easily and be worth doing. DP said he was happy to help with the presentation of it in a lively manner similar to the example tabled.</p>

6	<p>Matters arising from February meeting minutes</p> <p>DP reported that 1000 flyers seeking members for the PPG and advertising the email news list had been printed at PPG expense. Approximately 50% of these have been distributed., resulting in four people expressing interest in joining the PPG so far. They will be invited to the next patients only meeting. DP suggested that the balance of membership should be considered if we have a significant number of volunteers but we remain well short of our maximum of 12. There could be a reserve list, if potential imbalance was likely but this would require a fixed term of office.</p>
7	<p>Patient only meeting</p> <p>A date for the next Patient-only meeting was agreed for Tuesday, 11 June 2024 17:30 - 19:00hrs. Venue to be determined.</p>
8	<p>AOB</p> <p>In response to a question JV reported that she is now a trustee for the Practice charity instead of Mike Mack-Smith, along with Dr Kevin Barraclough and Karen Goddard. The partners support the idea of the PPG investigating the practicalities of joining the local lottery scheme if/when enough members are available able to operate it but DP suggested that legacies may produce a better source of funding and should be the target of the Practice charity.</p> <p>DP offered grateful thanks to AF, who has been taking the minutes for many years and welcomed Sue Canning volunteering to take over the role.</p>