

Stoke Road Surgery

Patient Participation Group

Zoom Meeting of the Committee

7th December 2022 6.30pm

Present: Ian White (Chair) IW
John Coopey (Treasurer) JC
Marie Brain MB
Dr. Chin Whybrew CW
Jenny Crowston (Minutes) JCR
Ali Hopton AH

Lester Pygott LP
Peggy Dyer PD
Dr. Tim Hardwick TH
Lynne Jackson LJ
Kathryn Ashmore KA

1. **Welcome**: IW welcomed everyone to the meeting.
2. **Apologies**: Anne Ayrtton, Jane Brettingham
3. **Minutes of the Last Meeting** Not everyone had seen a copy of the Minutes. Tthey were emailed on 16 Sept. 2022)
4. **Matters Arising**: There were no matters arising from those who had seen them.
5. **Chair Report (IW)**:
 - The Summer Newsletter was late in being printed. Most were given out when the vaccination clinics were in progress. The next newsletter is now nearing completion and will cover Autumn and Winter together.
 - IW had attended a County PPG Meeting, where the focus was on digital application; e-consult is no longer supported and an alternative system is being looked at. Footfall interface software drives the website. There are likely to be more meetings focusing on digital content.
 - PPG members held an informal meeting, face-to-face, on 31st October, which was half work/half social. Scones, cream and jam were consumed! It was good to meet up again, and everyone met Jane for the first time.
 - Topics of conversation centred around how PPGs can help. The group is currently not large enough to provide much more support. We currently have no student representative. Bishop's Cleeve School have not heard back from 2 students put forward. JCR thought her neighbour, who attends Pate's, might be interested, but no luck so far. Peter Badham has offered to post an advertisement on his premises to ask for new patients to join the PPG if we supply one.
 - The Listening Place will not be active during the Winter months but will resume again in the Spring.
6. **Practice Report** (CW/LP/TH)
 - The NHS strikes are resulting in an increase in contacts in the Surgery. Practice managers are not allowed to ask if any staff are going to be on strike, however they fully support strike action.
 - There has been an extraordinary increase in patient requests for consultations following the Group A Strep. announcements. Despite Government assurances that

there is no shortage of penicillin, it is not the case, and shortages are anticipated into January.

- New staff – A new nurse is due to start, New Health Care Assistants; Lexi, Chloe and Kim (1 day per week). They have been trained in hospitals, not GP practices. They therefore need a lot of different training to change and enhance their skills. Dr. Mistry is on maternity leave and is being replaced by Dr. Siraj Hameed – with some training.
- There is a new profession – Physician Associate. They can't prescribe but can see and examine patients. Emily and Abigail are joining the team. There is also Nurse Practitioner; a post to manage long-term conditions and more complex cases. They will be able to prescribe and the post will overlap some GP duties.
- Over 2000 Flu and Covid vaccinations took place. CW said they were extremely grateful for help by the PPG and family/friends. They would like to invite all helpers to the Surgery on 23rd December for refreshments to say 'thank you'.
- There has been a movie about surgeries in Cornwall and how they are approaching digitising services (health checks and people who are essentially healthy). In the same vein, Sarah and 2 student nurses are hosting a service on a bus. (The current date is fully booked). They are offering health checks: glucose tests (finger prick), blood pressure, etc. It helps to train student nurses and fulfils a need for 'healthy people' to access medical tests without visiting the surgery.
- LJ asked why numbers were withheld when the Surgery phones patients. It makes people wary about answering a call when they can't see who is calling. CW said this should not happen. The lines default to 'number withheld', but can, and should be, over-ridden manually. This is answered in the latest Newsletter.

7. Treasurer's Report JC

- In June this year we had £752.75p in the account. Since then we have given Jenny a £100 float for the Sunday teas. In October we received a £200 donation from Alexander Burn taking our total to £852.75p. From that we have paid out £32 for printing costs and a payment to Jenny of £81.51. This being the cost of provisions to set up the teas. That enabled her to maintain her £100 float. I have a separate breakdown of her costs for the £81.51.
- This gives a current balance of £739.24p in the account.

8. Sunday Teas JCR

- We started Teas again in September, having established that, since 2019, some previous guests had gone into nursing/care homes and 3 had passed away. Of the 9 remaining, we eventually only had 3 attending for our first Tea. It has become apparent that 4 more have become increasingly frail and no longer have the confidence, or wish to leave their homes.
- By October, we had welcomed 2 more guests to our list, and had 5 attending, In November we had 6, and 2 more added to our list ready for the December Christmas Tea. We invited our volunteers to join us for a festive event on 11th December, when we were expecting to cater for 12 guests. (Typing this post-December, I can now tell you that we had to cancel at the last minute due to snow, and our next Tea will be on Sunday, 12th February.)
- We have started to receive one or two referrals from the Social Prescribing Team, although one lady we visited was looking for a companion who would visit her. She had not understood that we were offering tea once a month at the Surgery.

9. **Newsletter** IW

- The Autumn/Winter newsletter will be the third produced this year and is nearing completion. The content will include an article by TH on his award for being 'Trainer of the Year'; Experiencing a 'Flu Shot' by IW and a piece about Arterial Fibrillation. There is still space for more at present. Only 2 questions have been put forward for the Q&A slot: 'What Does Triage Mean?' and 'How do Practice Pharmacists perform their roles within the Surgery'?
- IW is hoping to complete the Winter newsletter to issue before Christmas.

10. **A.O.B.**

- AH informed the meeting that Local Authority guidelines regarding Strep. A were that parents were urged that any sore throat experienced by their child should be checked out by their surgery, and then children should be kept away from school for between 12 and 24 hours. The Surgery has been massively impacted by enquiries about this and experienced 250 phone calls last Monday and 160 on Tuesday. This is a Surgery record! Despite Government statements, there is a shortage of antibiotics, and no sugar-free supplies at all. Phoning 111 would be a good alternative for initial contact.
- There were some ideas given for Newsletter articles: Lymphoma, Osteoporosis.
- At the Countywide PPG meeting, it was concluded that e-consult is not recommended, although having tried an alternative, that has had to be reversed for now. Stoke Road decided to pay to carry on using e-consult for now. Footfall is the recommended alternative, although not all GP Practices will be using it and there will be no staff training regarding change as yet.
- MB asked that Social Prescribers could advertise her Poetry Group. This runs on a Friday in the Library from 10:30am to 12:00. There are a few places available at present and people can read favourite poems and enjoy tea and biscuits and social interaction.
- The Surgery invite for volunteers who helped at the vaccination clinics, is for 23rd December at 3pm. Please let IW know if you are able to attend.

11. **Date of Next Meeting**

- This will be 8th March 2023 at 6.30pm on Zoom.

The meeting closed at 7.25pm and IW wished everyone a 'Happy Christmas'.