

THE PRACTICE

STOKE ROAD PATIENTS' PARTICIPATION GROUP

4 Stoke Road, Bishops Cleeve, Cheltenham, GL52 8RP

MINUTES OF MEETING HELD VIRTUALLY ON WEDS 1 SEPTEMBER 2021 at 6.00pm

Present: Maggie Morris **MM** (Chair) Marie Brain **MB**
Peggy Dyer **PD** (Vice Chair) John Coopey **JC** (Treasurer)
Ian White **IW**
Lynne Jackson **LJ** Dr. Tim Hardwick **TH**
Ali Hopton **AH** Sarah Rogers **SR**
Dr Chin Whybrew **CW** Jenny Crowston (Minutes)
Lester Pygott **LP**

Apologies: Ann Ayrton **AA**; Peter Badham **PB** Amanda Elliott **AE**

1. Welcome – Chairman

MM opened the meeting by welcoming all attendees.

2. Minutes of Last Meeting

These had been read and were approved by all.

3. Matters Arising from Last Meeting – MM has not yet liaised with LP regarding updating of website, but is aware and will address in due course.

4. Population Health Management

- SR explained that this Group looks at the population as a whole in order to identify areas of deprivation/need. This information will be harnessed by professionals to identify different needs to enhance the wellbeing of those groups of people who find it difficult to access what they need. Examples of this will include those with impaired understanding, learning disabilities, combating myths and prejudices etc. The aim is to involve multiple agencies e.g. housing; social care; transport; disability nursing; etc. They also wish to help women to access services they may not do at present. It may be not understanding letters, family pressures, reluctance to take part. The ultimate goal is to ensure all people have equal access to the health care they need.
- SR will circulate a precis to explain more fully the purpose of the Group as its remit is wide-ranging.
- AH said that Education is also fully involved in networking with other agencies to identify and help those in need.
- MM asked if the PPG can help in any way. SR said that there is definitely a role to help those who are lonely/frail by befriending/offering support.

5. Chairman's Report

- Two newsletters had now been produced and there had been some positive feedback. Dr. Archibald's article had been particularly interesting. Some people were reading it on-line. SR had uploaded it to The Practice Facebook page.
- The 'Listening Place' had launched with a morning session on Friday 20 Aug. See report in Agenda item 7.
- Nia Morgan has left the Group. She is going to Sheffield University to study Radiography. MM received a lovely letter from her parents thanking the team for including her and for encouragement, help and support.
- John Grayson has resigned from the Group.

- Jenny Crowston was welcomed into the Group and Committee.
- Nick House from the PCN reported that PPG Chair Persons would meet to become involved in the new 3 year strategy. There is to be £101,000,000 for a 2 year refurbishment within the Hospitals Trust. There is to be a new Day Surgery facility capable of seeing 3,000 patients; 2 new Operating Theatres and the Radiography facility to be updated. Gloucester is to build a new 24 bed facility to further develop surgery robotics.

6. **Newsletter IW LJ MM**

- 2 newsletters have been issued. Some have been accessed on-line and they are also on Facebook.
- A lot were given out at The Listening Place on 20 Aug. As more people begin to access it there will be better understanding of how the Practice works. It is an excellent way of feeding in articles of interest. Dr. Archibald's article was particularly interesting.

7. **The Listening Place**

- PD, IW and MM manned the morning on 20th August.
- LP was thanked for helping to set up and has been asked if he could help again for the next one.
- PD has organised the following timetable:
3 Sep LJ & PD; 20 Sep JC, JCr & MM; 11 Oct AA, IW & MB; 29 Oct JC & LJ; 15 Nov MM & JCr; 26 Nov AA & JC; 6 Dec LJ & MB. This will be reviewed in December.
- A copy of the comments received has gone to LP. People seemed very willing to chat. The most common theme was that people wanted face-to-face contact with GPs, and not liking the 'unfriendly' window. There was a wide variety of comments – some good. There is a book to log comments which will pass to the next people manning the desk.
- IW and LP are working on the form to complete which will comply with Data Protection regulations.
- MM said it was very interesting. We all need to be mindful that we are there to LISTEN and not to get drawn in to trying to ADVISE or offer solutions.
- CW read the comments out at The Practice Management Meeting where they were discussed.
- It was agreed that it would be ideal to report any comments after each session and not to hold on for a month or so.
- It was agreed that any reply to comments could be included in the next newsletter in a Q/A format.

8. **Practice Report CW AE LP**

- There have been many staff changes. There are 2 new Receptionists (one has been in place for a few weeks, the other starts 2 September). They have a lot of training in order to be 'up to speed'. There is a new Nurse who has come from some years in Primary Care – there will need to be some upskilling.
Dr. Sophie Mistry finished as Registrar yesterday. From next week she will become a permanent GP, covering 4 sessions. Dr. Conway is coming in a month, from Bath. He grew up in Gloucestershire. Will cover 5 sessions. Dr. Akindi has finished. There are 2 new Registrars with us for 1 year.
- For information – 2 sessions = 12 – 14 hours. CW does 4, TH does 5 and 3 other partners do 6 each.
- There is still a struggle to cope with the workload and keep morale up.
- There are many ways to make appointments: phone; e-consult; e-mail and now also a paper form at the front desk (a receptionist can help if necessary). This is new since the last meeting.
- Yesterday there were 95 emergency calls, 64 e-consults and 21 to be seen on the same day.
- There is a blood bottle shortage due to Brexit. Last Thursday we were directed to cancel all blood tests until 17 Sept. CW spent 3 hours assessing urgency of need and contacting people. It was a blessing that the Phlebotomist is on holiday this week.
- Flu vaccinations are planned to begin on Saturday 18 Sept. PPG could help with marshalling/giving out newsletter, maybe have a Listening Table session. First 130 booked in by text message as a trial for using texting. (Stop Press – not starting 18 Sept as vaccinations not arriving in time).

- Covid booster – still waiting to hear regarding beginning. Possibly direction to vaccinate 12 to 15 year olds first.
- PCN is developing a 2/3 year strategy across the 5 practices in the network. It is not expected to be controversial. Focussed on providing a good quality service which people need. The plan comes first – costings later. They need to ensure all staff feel happy and supported. Government money is being issued to networks, not individual practices. Practices want to stay separate with separate identities. Money never quite enough. AH – same in education.

9. Treasurer's Report – JC

- £773 in the bank. £35 spent since last year (On Rose's retirement)

10. Any Other Business

- MM raised a question regarding how difficult it must be to identify mental health problems using technology versus face-to-face. CW said it is much harder to interact whilst wearing a mask. In these cases, video can be of benefit. Writing things down is also a help to some people. Doctors are aware and look out for signs. It can take longer than an allotted 15 minutes to draw issues out of a patient. SR said she is always asking after the mental health of post-natal patients. Younger patients are generally readily accepting of technology to communicate.

11. Date of next meeting: 17 Nov 2021 18.00hrs

The meeting closed at 7.20pm