

Stoke Road Surgery Patient Participation Group

Zoom Meeting of the Committee

7th September 2022 6:30pm

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

Anne Ayrton AA
Peggy Dyer PD
Dr. Tim Hardwick TH
Lynne Jackson LJ
Kathryn Ashmore KA
Amanda Elliott AE

1. **Welcome:** IW welcomed everyone to the meeting. He explained that Kshiraja was soon leaving to go to Aston University to study Biomedical Science. All present wished her well for the future.
2. **Apologies:** Lester Pygott, Santoke Naal, Jane Brettingham, Kshiraja Dighe, Ali Hopton.
3. **Minutes of the Last Meeting** were agreed by all. IW thanked JC for compiling the Minutes.
4. **Matters Arising:** It was the intention to share the position of Chair between IW and SN. However, SN has apologised that he cannot commit time to the role due to increased pressure of his work. IW has therefore offered to be chairman since he has effectively been covering since the AGM. This was welcomed by all present.
5. **Practice Report:** CW/TH
 - The Practice continues to be extremely busy. Each team is stretched and clinical staff are working over and above the 'usual' working day.
 - Recruitment – There are 3 new admin staff in place after a difficult time when turnover was rapid, due in part to individuals who were unable to cope with the demands of the role.
There is an advertisement for a nurse to replace Sarah and a Health Care Assistant to replace Nicky.
There has been an advertisement out for 6 weeks for a locum Doctor to cover maternity leave. There have been no applicants at all during this time for a Doctor and few for the other posts. This trend is reflected across the NHS in general.
 - **EConsult:** The new version has been abandoned as it did not ask enough questions, resulting in much time spent phoning patients to find out necessary information. Currently, the old version is back in use.
 - **Extended Surgery Hours:** It has been difficult to juggle working practice to accommodate the requirement for evening and weekend clinics. Staff are already working above their contracted hours. With some creativity, they have devised a plan which has been accepted. Stoke Road will offer Tuesday evenings. Other Practices will be offering different days and, in theory, patients can be booked into those slots

if they are willing to travel to them. However, in the main patients will choose to book at Stoke Road. Saturdays will be offered 'one in every five' at Stoke Road although vaccination clinics will take precedence over this.

- **The increase in energy costs** has been of concern. There is currently a 'price fix' in place which lasts another year. However, all measures that can be taken to reduce energy use are in place. There is concern for the future impact on patients' mental and physical health as a result of the pressures that the increased costs will bring. This will undoubtedly impact numbers of patients seeking help and will again add to the work pressures on clinical staff, especially that of CA (our Social Prescriber). CW indicated that the Surgery is open to suggestions of how we could help within the community i.e. school uniforms, food banks, etc.
- **Vaccination Clinics** are being organised. Flu vaccine will be delivered end September/beginning October. Vaccinations will be against both Flu and Covid and clinics will take place at the Surgery.

8th and 15th October, clinics will run all day for those over 65

22nd and 29th, clinics will be morning only and will include those under 65

Invitations will be sent out via text messages after those without mobile phones have been contacted first. The Covid vaccine will be Moderna (bi valiant); but for those not previously vaccinated it will be Pfizer. There will also be some children's Pfizer vaccine.

Volunteers from the PPG to help with marshalling during the clinics would be greatly appreciated. Please let Ian know if you can help, and when. Volunteers will be offered a job whilst at the Surgery (AE will book them in)

For anyone who hasn't received an invitation to a vaccination clinic by 8th October, patients can then phone in.

- **Mask Wearing** is no longer mandatory in the surgery. Staff are no longer being tested for Covid routinely – some who have contracted the virus have been asymptomatic. Where appropriate, staff will wear masks, and patients can choose to do so too.

6. Treasurer's Report:

At the end of 2021 we had £738.63p in our account.

In April 2022 we spent £60.88p on a leaving gift for Maggie.

We then received the float balance from the old patient tea fund of £75, giving us a new balance of £752.75p. We have recently set up a new tea fund float of £100, which, leaves us with a new balance of £652.75p.

7. The Listening Place:

PD reported that there had been 4 sessions this year, all successful. Feedback has been passed to the Surgery for each one. Main issues being raised are telephone/queueing/reception – all of which have already been addressed to some degree. LJ said she had recently experienced excellent service when using the Surgery. It was agreed that there should not be any more sessions this Autumn, but to begin again in Spring. The sessions have helped to raise the profile of the PPG and we have gathered another 6 patients for the virtual group, making 34 in total. Some discussion followed surrounding the merits of producing another survey.

The virtual group could be included in this as they are a resource not utilised much at present. LP had previously set one up. TH said it had been a national requirement; but is no longer. Much work goes in to correlating the answers. If this could all be done electronically it could be managed at no cost. Possibility of having iPad in waiting room for use by PPG to help patients complete it. (Maybe include Cleeve School if there was interest from students.) AE to pick this up with LP.

8. Sunday teas: JCR

JCR and PD held initial meetings to plan the way forward. With Maggie and Rose no longer at the helm, we were looking at a completely fresh start. JCR and PD, with the help of Norma Hurden, (a volunteer of long-standing), contacted all previous volunteers and visited those previous guests we managed to contact. Sadly, 2 previous guests had passed away and about 5 were now in care homes. There were 9 possible guests, but 3 decided their health would prevent them from coming. With one new guest from Pullar Court added, we were catering for 6 guests for the first Tea on 11th September. We sorted out the cupboard, renewed procedure for gaining access to the surgery, and bought supplies.

Regarding volunteers, we seem to have plenty of drivers, but are quite short of helpers on the day and cake bakers/sandwich makers. We are hoping that Jane Brettingham will become part of our team, and we picked up another volunteer whilst visiting previous guests (a neighbour).

We would like to attract more guests and therefore aim to promote the Teas in various ways i.e. referrals from The Surgery, the Newsletter, the Listening Place, the PPG Leaflet. CW offered to help by promoting the Teas on the Surgery Facebook page (IW will do this).

IW has amended the GDPR; the protocol by which we abide with regard to security of information held, to include that which we require for the Teas.

9. Newsletter: IW

The Summer newsletter is late, due in part to the lack of subject matter. CW had provided an article entitled 'behind the scenes', which will go in the next newsletter. There are some Q&A being prepared and CW will add to it. There will also be a feature to promote 'Sunday Teas'. It may be a possibility to 'interview' one of the Surgery staff under the heading 'Meet the Team'. MB said there had been an article prepared 'Living with Diabetes' which had not been used. She will try to find it and send it on. One of our Sunday Tea guests can provide an article about her 'helper' dog.

10. Any Other Business:

- JC said we need to change the bank mandate as Maggie is no longer a signatory. A second person is required to sign cheques occasionally.
- Cleeve School are looking to recruit a new student representative for the PPG committee.
- It was felt that the PPG needed a face-to-face meeting interim to the next full meeting.
- MB highlighted to CA that there is a poetry reading group in the Library on Fridays between 11am and 12pm. Patients sometimes find poetry an aid to their wellbeing.

11. Date of Next Meeting: 7th December 6.30 via Zoom

The meeting closed at 7.35pm.