

**PPG Meeting
30th August 2023
Held in the Surgery**

Attendees

PPG: Mike Etkind (Chair), Jackie Walker, Lorraine Hayday, Lesley Newman, John Deakin, Bob Cox, Gita Kadirgramar, Alice McMurdo (Minute taker) & Cheryl Giddings (potential new PPG member)

Surgery: Dr Rebecca Mallard-Smith & Laura Russell

Apologies: Allan Cairns

Meeting Minutes:

1. Welcome, apologies, resignation, minutes from last meeting.

Mike opened the meeting, led introductions then went through the actions from the last meeting.

Mike to draft a letter of support for the surgery to receive a minor improvement grant.

Mike confirmed this has been done, and Laura explained that they are in the process of getting the three quotes that are required to then seek approval. The grant will cover 60% of the work and the surgery will need to fund the rest.

Mike and Lesley to explore the PPG having a table at a Gardening Society meeting to support patients in downloading the NHS app.

This was explored however the members all have the app and are proficient in using it.

Email to be sent to all virtual PPG members asking them to confirm if they are still a patient at the surgery.

This was completed and the virtual PPG are now down to under 400 members.

Explore how the PPG can increase virtual members, could an email be sent out inviting patients to join.

This is currently on pause until the use of SMS is resolved.

It was not discussed during the meeting but for the record Kathryn Wrennall has resigned from the PPG.

2. Surgery news

A new practice nurse, Lucy, starts on Tuesday 5th September.

Access to Full Patients Notes (04.10.2023):

Laura explained that this is prospective access, not full. Those with the NHS app will see anything added from 04.10.2023. However, there will be exceptions to this if it is felt it is not appropriate for the information to be included.

Any new patient joining the surgery will see the information from the date they joined, it will not show information from their previous surgery.

The Practice Policy on this has been written.

Mike asked if the PPG could be consulted before it goes live to allow the patient perspective to be obtained.

Laura expressed her concern about advertising this due to the extra demand it may put on reception and hopes that the NHS will issue a guide on it.

Mike suggested having a clear explanation for patients to prevent this. Dr Mallard-Smith agreed, but expressed her concern over how it will be worded, particularly concerning the information that will not be included.

Mike will raise this at the NHS PPG group and Laura will share the application form with the PPG for feedback.

PPG members expressed their concern that patients may panic if they are aware a report is missing from their access and Jackie suggested a FAQ section regarding this could be added to the website.

3. GP Patient Survey 2023

The summary tables were shared via email prior to the meeting.

Mike commented that most Practices ratings are declining and noted that Rectory Meadow Surgery are scoring well.

Dr Mallard-Smith reported that they are offering all appointments face to face.

Laura reported that the Friends and Family feedback is scoring on average 87/89%, though previously this was up to 96%.

All members of the PPG agreed they are happy with the service they receive from the surgery and shared positive feedback that is heard out in the community.

4. PPG Survey

Dr Mallard-Smith said she would like Dr Stanbrook to look at the survey as she has questioned what is trying to be achieved due to its similarity to the Friends and Family question and has queried whether it could instead be about access.

Mike voiced that he felt it is useful to repeat questions to get a trend but is happy to add questions about access.

Laura added that it would be useful to obtain from patients how they view demand and capacity.

It was agreed that Dr Stanbrook would look at the current questions and liaise directly with Mike with her suggestions.

5. Draft 2021-2023 PPG Report

Laura confirmed this will go into the newsletter and on the website.

6. Virtual PPG

Discussed under point one.

7. Flu and COVID Jabs

Flu jab clinic will be held in the surgery in October and the planned date is 06/10/23 for the over 65's and those under will be 14/10/23. Nurse clinics/extra sessions will be available for those that can't make these dates.

Laura advised that they are waiting for the SMS system to allow patients to self-book and hoped this would be resolved by the weekend.

It was agreed the surgery would let Mike know if any marshals were needed and at what times.

Bob asked why COVID boosters were not being done in the surgery. Dr Mallard-Smith explained that they are difficult to facilitate and are not financially viable. However, those patients that are housebound will be given their COVID boosters and flu jabs at the same time along with any other injections due.

Bob suggested that the flu jabs are communicated with as much notice as possible to avoid patients booking in elsewhere.

AOB

Laura reported that a First Contact Practitioner from the PCN will be joining the surgery from 18/09/23. They will not be hands on but will assess patients' eligibility for physiotherapy. They will work Monday afternoons.

Mike raised that Linda from the PCN would like to modernise their website and questioned if they could do more to advertise the work they do. Bob asked if patients are still being referred through the PCN for extended access and Laura responded that they can, but patients tend to prefer seeing the surgeries team and that they are now offering blood tests twice a week and by the end of the year will be doing wound care.

Dr Mallard-Smith added that the Clinical Pharmacists work well, as they can prescribe and are minor illness trained. Patients will be referred from the GP to these or from Reception if appropriate.

There was a discussion around the Prestwood Pharmacy and the extent to which they supported management of minor ailments versus referral to JHS. Comment was made that some JHS patients have fed back waiting 5 days for prescriptions. The surgery hopes to meet with the pharmacy to discuss interfaces.

Mike reported that the Care Quality Commissions new assessment is being deployed to Bucks first but no date yet when it will arrive at the surgery.

Mike raised the Talking Café in Little Kingshill and stated he felt the service was needed more in Prestwood and suggested linking in with Holy Trinity Church to see if they could host it.

Gita shared the positive feedback from friends she had heard about it and stressed she felt it was needed in Little Kingshill and not all residents there would be able to travel to Prestwood.

It was agreed that having both locations would be best and perhaps they could alternate.

Dr Mallard-Smith explained that KPMG have been instructed to write a Primary Care Strategy, and it is not expected to involve Healthcare Bucks. Though they are trying to engage with Primary Care, the PCN, Surgeries but not with patients. Objections have been raised to the cost of this Strategy. Mike advised that he would discuss this with the ICB.

Actions

- Mike will raise concerns regarding patient access to full notes at NHS PPG
- Dr Stanbrook to liaise with Mike on her suggestions for the PPG survey.
- Laura to explore with PCN how they use Survey Monkey and feedback.
- Laura to let Mike know if marshals are required for the flu clinics and if so at what times.
- Laura to share flu jab message with PPG prior to sending out for feedback.
- Explore if Talking Café could be held at Holy Trinity in Prestwood and alternate between there and Little Kingshill
- Mike to discuss Primary Care Strategy with Zoe Mackintosh from ICB
- Alice to arrange next meeting to be held at the end of December in the Surgery
- Alice to supply photograph to update PPG board in the surgery.