

**PPG Meeting**  
**14<sup>th</sup> January 2025**  
**Held in the Surgery**

**Attendees**

**PPG:** Mike Etkind (Chair), John Deakin, Bob Cox, Gita Kadirgamar

**Surgery:** Dr Sian Roberts & Laura Russell

**Meeting Minutes:**

**1. Welcome, apologies**

Apologies from Jackie Walker and Alice McMurdo.

**2. Minutes of last meeting**

New telephone system: expected to be in place by the end of 2025. It will include information about what place patients are in the queue.

New patient registrations: the surgery is getting around 60 new registrations each quarter and Dr Roberts said this was manageable

Possible funding of additional equipment by the Primary Care Network: spirometry will in future be funded by the Integrated Care Board, but the surgery's ECG machine has no source of funding beyond the current kind donations from a patient to cover <£500pa calibration and servicing costs. If donations were to cease the surgery would need to consider whether it was able to cover costs.

Outcome of meeting with Prestwood Pharmacy: a positive meeting has taken place. However, the surgery is unable to influence the pharmacy in relation to any residual slow service to patients. The PPG has raised the issue of Prestwood Pharmacy capacity with Buckinghamshire Council via their consultation on the statutory Pharmaceutical Needs Assessment.

**3. Surgery update**

Several staff changes:

- New paramedic (Sarah) has been working at the surgery since autumn 2024 and is taking a lot of the burden of minor illnesses from the GPs. Sarah may also in future take on frailty home visits
- Maria has joined the surgery in the reception team and will still do some phlebotomy work
- Dr Payne will be retiring at the end of February
- Dr Mallard-Smith will be retiring at the end of March, but is likely to fill in a few sessions when needed

- Dr Karen Waddington, an experienced GP, will be joining the practice as a partner on 1<sup>st</sup> February
- Dr Chris Davidson is already providing one session a week as a locum and may formally join the team
- The surgery has use of the services of a mental health practitioner employed by the Primary Care Network.

The PPG committee wanted to record their great appreciation for the service Drs Mallard-Smith and Payne have given to patients over a long period of time, and to wish them well for the future.

#### **4. PPG survey report and surgery response**

The PPG welcomed the surgery's response to the survey and the willingness to carefully consider all the patient feedback. The report and response can be found on the PPG pages of the surgery website.

On specific points of detail:

- Patients indicating that the reception team were not providing the anticipated level of support with digital triage: the surgery recognised that there may have been isolated instances where this support fell short, but they have and continue to address the gaps, reiterating the importance of providing in-person help where needed, such as assisting with online forms at the counter
- Being advised to book an appointment, but none is available: the surgery has updated the booking appointment message to encourage patients to try again if no appointments are available at the time of their search. They recognise this isn't a complete resolution, but helps manage expectations
- Support for video consultations, particularly for younger patients: the surgery already supports video consultations where requested and agrees that this can be particularly beneficial for younger patients. There was discussion about promoting this option further
- Publicising the option for patients to talk to a receptionist about confidential matters in a quiet area: the surgery is happy to take forward the suggestion of more publicity for this.

#### **5. Limits on ADHD services**

The surgery confirmed that this problem - as set out in the statement on the surgery website <https://johnhampdensurgery.co.uk/our-services> – applies across the whole of Buckinghamshire, Oxfordshire and West Berkshire and is not something the surgery can influence.

#### **6. Recruiting new members of the PPG committee**

Dr Roberts committed to the GPs taking this forward with renewed effort. Mike agreed to produce a short leaflet (in consultation with Laura) explaining the PPG committee and its role, which GP could hand to potentially-interested patients.

### **7. Why none of the newly registered patients has opted to join the PPG virtual group**

Laura said she had been pushing this, but obviously can't require people to join.

### **8. Promoting the services where patients can self-refer**

For musculoskeletal issues (MSK), the surgery considers it best for patients to go through triage at the surgery before potential being directed to self-referral. PPG committee members will have a look at the self-help tab on the surgery website to see whether they think self-referral for other conditions (such as to Healthy Minds) could be promoted more, including the option of Pharmacy First.

### **9. Possible integrated neighbourhood team for frailty**

Mike understood that the Primary Care Network was looking into establishing an INT for frailty for the five surgeries and asked Dr Roberts whether JHS supported this. She said they did.

### **Actions**

- Laura to liaise with Mike over planned new comms refresh re digital triage
- Surgery to consider making clearer that a video appointment is an alternative to a telephone call that patients can ask for
- Surgery to enhance publicity explaining that patients can ask to discuss sensitive matters with a receptionist in a quiet space
- Mike to send final digital triage survey report to Laura for uploading onto the survey website and to provide a short summary for the quarterly newsletter
- GPs to initiate a further push to identify patients who might be willing to join the PPG committee. Mike to draft a handout to support this
- PPG committee members to look at the 'self help' tab on the surgery website to consider whether more might be done to promote self-referral options
- Alice to arrange next meeting with Laura