

PPG Meeting – Leckhampton Surgery Champions Minutes

Meeting held 13th July 2021 via Zoom

Attended by: Jake (Chair), Allen (Vice-Chair), Dr. Munn, Katie (Lead Nurse), Carole (Assistant Practice Manager), Nigel, Ellen, June, Gillian, Tom, Ian, Allen, and Viv

Topic 1: Review of previous minutes:

- Confirmed that the telephone transcript had been updated and tested.
- Paula explained that it is impossible to view the number of unique individuals that access the newsletter section of the surgery website.
- 247 patients have consented to receive emails from the surgery. PPG discussed sending these patients an email to confirm whether they consent to receiving the quarterly newsletter via email
- Ian elaborated on his discussion with Susie, the social prescriber, regarding WEA courses. The WEA will send Susie relevant information to make her job simpler. Dr. Munn recommended that Ian reach out to YourCircle as a means for furthering adult education initiatives locally.
- 'Sunny Bench' progress: ongoing sanding and staining of the bench. Diana's potted plants have been well received by patients. Ian raised whether it would be feasible to improve the balcony area for the staff by introducing some planters. However, due to a lack of nearby water sources, Dr. Munn confirmed this would be difficult.
- Dr. Munn confirmed that the surgery is looking to hire a new gardener, to replace the previous gardener, who recently retired.
- Infection Control Guidance: Katie shared a document with the PPG (link available at bottom of minutes) and explained concerns have mainly been from a point of care for surgery staff. Current Surgery Covid-19 measures are not going to change on the 19th of July.
- On the Surgery Newsletter: Jake's article, inviting patients from underrepresented groups to join the PPG, was published in the newsletter.
- Jake confirmed the 2021 PPG Meeting dates:
 - o Tuesday 12th October 2021 – 16:30 – 17:30
 - o Monday 10th January 2022 – 16:30 – 17:30
- Jake on the PCN meeting: Jake explained that he attended a meeting with the Cheltenham Periphery Chairmen, and Nick House (PCN Representative). Topics included were:
 - o Greater collaboration between Cheltenham surgeries with a focus on training and incorporating additional teams of healthcare professionals, across the periphery
 - o Patients to take more care of their own health, and the PCN to arrange more educational sessions
 - o Improved access to funding for locums
 - o Review of healthcare priorities: anxiety amongst 20-and-30-year-olds become increasingly prominent
 - o No update (as of Mid-July, confirmed by Dr. Munn) on how the fire station effort will be wound down and how booster sessions will be arranged. Additional information expected within the next fortnight.

- Jake announced that there will be a CCG meeting on Friday 16th July, and that members from the PPG were welcome to attend.

Topic 2: Integrated Care System and Update from Surgery Staff

- Vaccination rollout has continued successfully. There has been a slowdown in the 30–50-year-olds receiving vaccines but a surge in under 30s receiving their first vaccine dose.
- A Cheltenham-wide drop-in clinic has been planned to start from the 17th of July. It will provide covid vaccinations for patients needing their second AstroZeneca jab, or first Pfizer jab. Leckhampton Surgery to announce this via a news item, on the website.
- On changing surgery practices after the 19th of July: the proposed 'Freedom Day' does not apply to healthcare settings. As such, no changes to surgery practices have been planned.
- On Integrated Care Systems: Leckhampton Surgery is not expecting many changes from the new legislation
- On the repainting/restoration of the Surgery: Paula has received quotes for repainting the corridors and waiting room. Vivienne agreed to speak to Carole privately, to recommend ways to repaint the surgery to benefit visually impaired patients.

Topic 3: Communications

- Paula confirmed that there is almost no scope to amend the surgery website layout, to maximise its utility for patients. The current website is not due to be reviewed by the CCG for another three years. Nigel recommended that Jake reach out to Becky Parish to see if anything can be done in the meantime.
- Tom observed that both he and his family had tried to use the surgery website to book an appointment and had found the process extremely long-winded. Dr. Munn explained that the pre-Covid online booking system is no longer working and that patients should now use eConsult to book appointments online. The phrasing of the paragraph explaining this change on the website was amended by the PPG during the meeting, to improve clarity.
- Nextdoor as an alternative medium for communicating with patients was floated. Katie and surgery staff agreed that it would require someone to manage the account and that the app often fosters negative comments and misinformation. As such, Facebook continues to be a more viable alternative.
- On communicating major Surgery practice updates to patients: Surgery staff acknowledged that recent communications regarding the phlebotomy changes were unclear and suggested that the PPG nominate a newsletter reader to help avoid ambiguities in communication.
- Dr Munn explained the oversight procedure for eConsult and telephone consultations. eConsult consultations require consultants to have the medical records open alongside the patient's query. Likewise, telephone consultations are tightly controlled. New consultants and locums must first work in a clinical hub (closely supervised by their peers) before they can lead consultations alone.

- Group discussion around how to make the PPG joining process more efficient. Jake to email Becky Parish about having a more visible widget on the surgery website, and a PPG-related slide is to be put on the rolling screen in the surgery. The idea of approaching patients with multiple health conditions, to lend their opinion to the PPG was floated.
- Jake to send PPG members a poll, asking whether they want to meet in person at the next meeting

Topic 4: General Q&A and Feedback

- Jake issued a reminder to PPG members to put forward any cross-network initiatives that they think would be beneficial to patients

Action Points

- Jake to send PPG members a poll on whether they want to meet in person
- Jake to email Becky Parish about amendments to the surgery website and addition of a PPG widget
- The PPG to nominate a newsletter proof-reader
- PPG members to continue improving the surgery gardens
- Viv and Carole to discuss visual impairment provisions as part of the Surgery restoration process

Infection Control Document Link:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/990923/20210602_Infection_Prevention_and_Control_Guidance_for_maintaining_services_with_H_and_C_settings__1_.pdf>