

PPG Meeting – Leckhampton Surgery Champions

Minutes

Meeting held 13th April 2021 via Zoom

Attended by: Jake (Chair), Allen (Vice-Chair), Maya (Secretary), Paula (Practice Manager), Katie (Nurse Lead), Nigel, Ian, Fiona, Viv, Clair, and Diana

Topic 1: Review of Previous Minutes:

- Phone Transcript for incoming calls has been re-recorded with a more positive tone. The script is to be reviewed again post-covid. The second half of recording (with generic information) needs checking for necessity.
- A meeting with eConsult was held with members of this PPG (discussed later in meeting).
- Jake is now acquainted with Patient and Public Engagement Manager of NHS Gloucestershire CCG, Katherine Holland. Surveys sent by Katherine (e.g. feedback for over-75s for NHS Research), have been answered by PPG members.
- Next CCG PPG meeting to be held 23rd April. Currently Error codes on webpage and Jake has not received agenda. Jake to clarify details from Katherine.
- Update on Phlebotomy: Practice has been offered a DES for additional work to phlebotomy services. Practice staff in talks about whether to accept this DES; currently unlikely. Ian has a PowerPoint with information he can send to Jake to send to the rest of the PPG.
- PPG Blog: Consensus to 'shelf' the blog. Instead, we will focus on PPG segment in Surgery Newsletter.
- The Surgery Newsletter: March issue missed; Surgery is appointing and training a new candidate for managing the newsletter. This newsletter goes on the surgery website newsfeed section and is promoted on the Facebook page. Only PPG members get the newsletter by email. We discussed whether the newsletter can be emailed to all patients to improve accessibility, but there are issues regarding consent; some patients do not allow marketing material/some only wish to be contacted for medical appointments. Paula to clarify numbers of patients who currently give permission to be personally contacted with surgery updates/marketing, to assess emailed newsletter feasibility.
- Social Prescriber role to be highlighted in upcoming newsletter. Ian highlighted the use of WA courses for social prescribing. Paula is to ask the surgery's social prescriber (or one of her team) to contact Ian to discuss the idea.

Topic 2: Update from Surgery Staff:

- Praise from Cheltenham residents on efficient Covid-19 vaccination.
- Accuracy of vaccination statistics confirmed by Katie; all data logged nationwide by Pharma Outcomes and Pinnacle Systems Management.
- Leckhampton Surgery a tier 3 vaccination centre, offering vaccines as part of PCN. Some local pharmacies are also contacting residents about vaccines.
- Surgery cannot see why people refuse Covid-19 vaccinations. Katie highlighted patients are contacted at least 3 times by various means, to arrange a vaccination. 40 patients have refused so far.

- New telephone system being installed in Surgery; connection issues should be resolved within two weeks. Surgery staff will be able to see how many people are in phone queue so will be able to monitor phone-line efficient more proactively.
- New printers installed in Surgery - more environmentally friendly and efficient than old ones.
- Staff are discussing building refurbishments.
- Recap of eConsult meeting: Katie felt eConsult team was receptive to patient feedback. eConsult now more aware of issues facing patients and are working on changes.

Topic 3: Update from 3: Update from Jake on Primary Care Network (PCN):

- Jake attended meeting with Cheltenham periphery PPG chairs and Nick House – business manager at the PCN. PCN to produce a newsletter of key changes for PPG chairs to pass on to PPG members. PCN to also establish a more reciprocal relationship with PPGs and seek patient insight before implementing major funding changes. Meeting set precedent for more collaboration between PPGs. Jake to send meeting notes, to interested PPG members, upon request.

Topic 4: Transition from Lockdown: How can the PPG more involved and what initiatives can we start to think about?

- eConsult to continue after the pandemic.
- Surgery Staff to meet 22nd May to discuss changes to Surgery procedures, as lockdown ends. A level of caution is to be maintained. Paula to feedback next PPG meeting.
- Official literature states that Covid-19 infection control measures to remain until at least 2022. This information will be included in the upcoming patient newsletter.
- PPG to refurbish the bench outside the front of the surgery entrance. Diana, Jake, and Ian agreed to arrange a date. PPG could organize gardening group for maintaining the surgery garden.

Topic 5: General Q+A and Feedback

- PPG to revert to quarterly meetings.
- Formalised the need for a member of Surgery staff to attend quarterly PPG meetings.
- PPG membership length was clarified as ongoing as long PPG member remains a patient at Leckhampton Surgery and attends 75% of meetings, per year. Jake and Paula to check whether this is being fulfilled by all members.
- Concerns that PPG is lacking input from middle/working-aged patients. Jake and Paula to arrange meeting dates for the following year, so working patients can organise time off well in advance.
- Current meeting times (weekdays, 16:30-17:30) seen to discriminate against working patients. Discussed holding later meetings but unanimous decision not to take advantage of staff's goodwill.
- Paula recommends an upper limit of 20 PPG members. Interested parties can complete a form on Leckhampton Surgery website:

<https://www.leckhamptonsurgery.co.uk/navigator/patient-participation-group-registration/>.

- PPG to highlight in patient newsletter that working/middle-aged/ethnic minority/new parents patients' input is desired.
- If patients contact members of the PPG to voice their issues in meetings, overall representation can be improved, and more informed decision making can be made. The next patient newsletter should highlight this option to patients.
- Surgery has received less feedback, during the pandemic. Patients can still write comments on the dashboard section of the surgery website: <https://www.leckhamptonsurgery.co.uk/nhs-friends-and-family-test/>. Complaints come to the surgery through various means and are all discussed at a monthly surgery meeting where actions are documented.
- Number of people who read the patient newsletter currently unknown.

Action Points:

- Jake to confirm time of next CCG PPG meeting.
- Paula to check if the second half of the phone transcript is necessary.
- Jake to distribute phlebotomy PowerPoint.
- Paula to see if data on visits to newsletter section on website is available and feedback to the PPG at next meeting.
- Ian to liaise with our Social Prescriber (or a member of her team) regarding WA courses. (Paula may need to provide contact details if not publicly available)
- PPG members to organise a time and date to refurbish the 'sunny bench'.
- PPG members to offer any ideas to Jake on PPG Cross-Network initiatives or activities.
- Infection Control guidance on COVID measures to be included in the next patient newsletter.
- Notice in the PPG section of the newsletter to encourage those in under-represented groups to join the PPG.
- Dates for PPG meetings (possibly all meetings in the forthcoming year) are to be published in surgery newsletters.
- Jake and Paula to arrange PPG meeting dates for rest of the year.
- Paula to feedback next PPG meeting, on changes to Surgery practices after Lockdown
- Jake to distribute PCN meeting notes (upon request) to interested PPG members.
- Paula to confirm whether sending newsletter to patients via email would be feasible.