

Patient Participation Group Meeting
Wednesday 6th December 2023 – 11am – 12.30
@ The Meeting Room, Padfield's Farm



Minutes



Attendees:

Louise Tweney – Practice Manager (Chair/Minutes)

Dr Mungo Chambers – GP Partner (from 12 noon)

Izzy Jones – General Practitioner Assistant

Dr Donald Peach – PPG Member (joined meeting later)

Mr Malcolm Harvey – PPG Member

Mr Irvine Manning – PPG Member

Mrs Christine Starling – PPG Member

Mr David Ledger – PPG Member

Apologies:

Mrs Ann Watkins – PPG Member

- Welcome & Introductions around the table.

Big warm welcome to Irvine, Christine and David, our New PPG members. Louise will email new member application to David.

We discussed the idea of representatives from Hartpury College and local schools attending the PPG meetings, Louise to investigate.

Introduction to Izzy – attending as part of her induction as she is new to Primary Care.

- Minutes of last meeting

The date for the next meeting confirmed as 06.03.24 from 11am, same venue.

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Malcolm asked for a copy of the Constitution of the PPG – Louise to email.

Following the last meeting and the introduction of texting a link to the newsletter, David suggested that we should also consider sending via email, Louise will action this for the next newsletter.

No further discussions regarding the minutes from the last meeting.

- Staff Changes

Izzy Jones – General Practitioner Assistant – explanation of Izzy's role, mainly to support the GPs with administration and basic clinical tasks freeing up GP's and easing their workload. New role within General Practice.

Haroon Shahzad – Physicians Associate (fixed term contract 6 months)

- New Clinical Rota

Presentation of the new rota, discussions around different slot types and the effects on our patients. Should be no major changes noticed by patients other than better access to our services. Many members of the PPG were unaware of the different members of staff who work within the practice such as Physio's, Social Prescribers...Louise gave a brief overview and suggested that this could be included in the next newsletter.

- Suggestion Box

One comment made regarding frosty reception staff, Louise to discuss with the Reception Team.

The Suggestion box will now be a regular agenda point for discussion.

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- Staunton and Corse C of E Academy

Louise has introduced herself at the school and invited a representative to attend future PPG meetings. I will re-address in the new year. It was also discussed with the school about a poster competition promoting sustainability both within the practice and highlighting to our patients.

- AOB – Dr M Chambers joined the meeting at this point.

Donald mentioned the new telephone system and recent issues he's had with his personal phone line and the new digital voice role out. Don highlighted concerns that the practice should be aware of moving forward with our changes to the phone system. Louise was grateful for this feedback and will discuss with Daisy Communications.

Irvine expressed his feelings regarding the excellent service at the practice, to which Christine also re-iterated in her 12 months with the practice.

Dr Chambers discussed his passion for continuity of care at the practice and that he will be writing to all registered patients to explain the new rota system and the diversity of roles at the practice.

Dr Chambers also suggested a topic for the next newsletter – Medication wastage, and spreading the word to patients, their family and friends.

Christine had mentioned that she'd had difficulties stopping a medication no longer required following a repeat order. Louise suggested that prescription bags can be checked before leaving the dispensary and any unwanted medication returned to Dispensary Staff and removed from the re-order form.

Malcolm asked about whether the prescription bags could be sealed in another way as staples prevent the patients from opening the bags. Louise will take this back to the Management Lead for Dispensary for discussion with the team.

Christine mentioned the number of DNA (Did Not Attend) appointments and was surprised by the number, Christine liked the information being shared with patients and suggested that this information should also be included in the newsletter. Louise will look at some average figures for the next newsletter.

Christine mentioned that the last newsletter was not particularly patient friendly. As Don explained it was only the second newsletter following COVID and some system changes needed to be highlighted. Moving forward Don and Louise will meet to review

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content. Christine suggested Health promotion for the newsletter based on information from the waiting area.

Irvine spoke about the local Parish magazine, West of the Severn, he will drop a copy into Louise for further investigation and to organise a publication page for the practice.