

# Staunton and Corse Quarterly PPG Meeting:

Spring – 6<sup>th</sup> March 2024 @ 11.00hrs

**Present:** Malcolm Harley (MH), Izzy Jones (IJ), Irvine Manning (IM), Donald Peach (DP), Christine Starling (CS), Louise Tweney (LT).

**Apologies:** David Ledger (DL), Georgina Lee and Anne Watkins.

## 1. Matters Arising from Last Meeting.

a) **PPG Membership:** LT stated that SM had been contacted, but was not yet available to commit to meetings. Louise will be meeting with Hartpury College and the School, with regard to considerations of involvement with PPG.

b) **Constitution of the PPG:** LT confirmed that the constitution had been amended and that she would email copy to PPG members.

c) **Doctor in attendance at PPG meetings:** Although not present today due to short staffing, confirmation given by LT that future meetings would include a doctor whenever possible.

d) **The PPG Newsletter:** LT had produced and circulated the Winter Newsletter and used the SMS system to appraise patients that it was available on the website. DLs suggestion of emailing not possible without consent from patients. DP had placed hard copies in the Swan and Ashleworth Hubs, Staunton Stores, as well as the Village Hall. He reported that many of these were not picked up, or if they were, they were replaced as old copies still present at the venues. After discussion, it was decided that fewer hard copies were to be printed and would be circulated to only the Village Hall and Swan Hub. Hard copy still to be displayed on village noticeboards.

e) **Clinical Rota:** LT reported that the changes had resulted in most appointment waiting times being reduced to two weeks down from four weeks. Individual patients, however, might still experience longer times as the reduction was due to the wider variety of booking options, however, staff absence might still compromise this.

## 2. Staff Changes:

LT reported that Dr Ope Ajayi had resigned from his post at the Practice as a result of having been offered a partnership at another practice. Whilst sad to lose such a valued member of the team, the Practice wished him well in his partnership. Dr Jess Somerton will take up post as a salaried GP from September, whilst a locum will bridge the gap.

Jenny Odel, the current Advanced Nurse Practitioner and Manager is leaving in May and Karina Blackwell will take on this role.

Izzy Jones' role as a GP Assistant is being extended to include medical photography, phlebotomy and dermatography.

The role of a Health Care Assistant is being advertised.

## 3. Suggestion Box:

There was a request that the check-in screen and door handles should be cleaned at several times throughout the day. During the ensuing discussion DP stated that

hand wipes and gel was available for patients to use to mitigate this, but that he had found the gel container to be empty on several occasions. LT said that she would follow up both matters with Practice staff.

A suggestion was also received that a bench be placed in the area adjacent to the dispensary window, so that patients could be seated whilst waiting in the queue for the dispensary. MH also added that perhaps the area could be enclosed to provide for better protection during inclement weather. LT suggested that a screen down the exposed side might be a better option to protect from wind and rain, but there was further discussion over whether this might make matters worse due to strong winds blowing down the resulting tunnel. LT said that she would refer these comments for further discussion within the Practice.

Confidentiality at reception was another concern raised as most of the waiting room could hear discussions between patient and the receptionist. LT offered to explore ways of improving privacy with reception staff.

There was a final query forwarded by CS from a patient who had asked whether there was still a prescription delivery service in operation. LT confirmed that there was, but that it operated under restrictive guidelines due to there being only one delivery driver available. Patients who were alone, without help and unable to get out of the house would always be supported by the service. However, where the patient had relatives nearby, or a home help, current restrictions meant that the Practice delivery service was unlikely to be able to help.

- 4. Events:** Cervical Smear Test Drop-in Clinic. Organised for Wednesday 20<sup>th</sup> March, 16.00 – 20.00hrs with staff available to discuss the issues over tea and cake. The aim is to target 25 -49yr olds and help them overcome any fears or concerns they may have. There are also some pre-booking appointments available on the day.

COVID Vaccinations. In April vaccinations will be available for the over 75yr olds and those in care homes, house bound or immunosuppressed.

- 5. AOB:** Sustainability. There are moves to improve sustainability within the Practice with more reliance on electronic/digital communication rather than using 'hard copy' paper. The idea is being extended to include changes in clinical practice, by reducing the amount of single use, disposable items where possible, without compromising safety or control of infection.

NHS England Pharmacy First. Further extension of the Pharmacy First program has been raised by DP and LT said the Practice continues to support this. The Practice website outlines conditions and circumstances where patients are advised to seek the services of a pharmacist for a limited range of conditions before booking a consultation with a doctor.

PCN/PPG Teams Meetings. LT raised the use of ongoing online Teams meetings organised both by the local Primary Care Network and the Patient Participation Group Network. Notice is posted out to PPG members, and it would be good to see the involvement of some of the Practice PPG members whenever possible. The online meetings are aimed at improving both general knowledge of what PPGs can or should offer and provide a sounding board for PPG members to air their views and experiences.

As there was no other business to discuss the meeting concluded at 12.40hrs with the next meeting scheduled for **11.00hrs on Wednesday June 5<sup>th</sup>, 2024, at The Meeting Room, Padfield's Farm.**