

# Staunton and Corse Quarterly PPG Meeting:

Summer 5<sup>th</sup> June 2024 @ 11.00hrs

**Present:** Malcolm Harley (MH), David Ledger (DL), Helen Lee (HL), Donald Peach (DP), Christine Starling (CS), Louise Tweney (LT).

**Apologies:** Anne Watkins, Irvine manning.

## 1. Matters Arising from Last Meeting.

a) **Hartpury College Academy Meetings.** LT reported that she will be meeting with Hartpury College next week.

b) **Constitution of the PPG:** LT confirmed that in the absence of a constitution an amended Mission Statement had been circulated to all PPG members.

c) **Doctor in attendance at PPG meetings:** Meetings would include a doctor whenever possible, but for the foreseeable future staffing levels preclude this.

d) **The PPG Newsletter:** LT was producing and circulating the Newsletter via an SMS message to appraise patients that it was available on the website. DP reported that he had reduced hard copy circulation to copies in the Village Hall and Swan Hub only. He will also continue to place a copy on the village bus stop noticeboard.

e) **Clinical Rota:** LT confirmed that routine waiting times had returned to four to six weeks, due to staffing issues. Changes in protocols were being examined with greater involvement of clinical staff. Via the Pharmacy First initiative, more minor conditions were being dealt with by pharmacists, including prescribing a greater range of drugs, such as antibiotics. Direct referrals were also being made via the Practice after a form of triage when patients phone in for an appointment. After a question from DP regarding the need for patient records to be kept current for accurate long-term management of the patient, LT confirmed that pharmacists would be submitting reports of treatments to the GP practice.

f) **Suggestion Box Action:** After discussion with the Practice partners LT reported that a wooden screen had been erected adjacent to the pharmacy dispensing window, offering better protection from wind and rain to those waiting for prescriptions. However, the suggestion for a bench to be placed in the area was still being discussed.

Cleaning of public stations and refilling of hand gel dispensers was now given greater priority showing that hand hygiene was still important in fighting many infectious diseases such as COVID, flu and Norovirus.

The question of improved privacy for patient confidentiality whilst in discussion with reception staff was, said LT, a greater problem due to the lack of space. However, it was not being dismissed and the Practice would continue to consider all options and it would be a priority when any structural changes to the entrance and waiting areas were addressed.

g) **Drop-in Sessions and flu Clinics:** LT reported that the cervical smear drop-in session held at the Practice, went very well and that it would be repeated again in the future. As a result of an 'online' seminar advertised to male patients on prostate conditions, a follow-up drop-

in session at the Deveraux Centre was organised to cater for patients who had concerns about possible prostate cancer. PSA blood tests and physical examinations were available for those considered to be vulnerable.

The COVID Clinics went very well and there are likely to be Autumn Clinics with dual vaccinations for flu and COVID on offer.

- 2. Staff Changes:** LT reported that Dr Somerton (ex-trainee) would be replacing Dr Ajayi from September 2024 and locums Drs Christina Bhagava, Alex Fergusson and Andrew Ellis would help to provide for greater GP access.

Karina Blackwell has taken on the role of Nurse Manager.

Nurjahan Aktar is back after maternity leave, working 16.5 hrs per week.

Experienced receptionist Sarah Chandler has been appointed to help at reception.

Jo Webber has been appointed as Respiratory Lead, specialising in COPD and asthma.

The role of part time Health Care Assistant is still being advertised.

- 3. Events: Health Creation Week 10<sup>th</sup> to 14<sup>th</sup> June.** There will be a small display in the Practice centring on healthy living and sustainability issues. Larger displays will be offered in Holy Trinity Hall, Tewkesbury and there will be online workshops available too.

LT reported that there had been a very successful school visit. After an initially rather reserved and cautious response from the students, the visit ended with a very enthusiastic review prior to departure from the many budding doctors and nurses amongst the audience.

LT mentioned the Swan Community Hub suggesting that there was a lot going on to help the community deal with multiple health issues. DP said that he would follow up on some of the clubs and meetings that they offer which includes gardening and art sessions, memory café, etc. He also mentioned the Tia Chi classes held weekly at the village hall and with support from the GCC Health Action offered to prepare a poster for display in the Practice.

- 4. Suggestion Box:** MH reported on two slips, probably from the same person or family. These suggested that a more friendly response from reception staff was required and the provision of a tea/coffee style drinks dispensing machine. Some discussion ensued where everyone present agreed that their perception was reception staff were welcoming and very approachable. LT suggested that there might have been a complication that was difficult for staff to deal with and that may have been misunderstood by the patient. It was suggested that greater emphasis be made on the suggestions slip for the author to provide contact details, so that such issues could be looked at in greater depth, as the suggestion was somewhat ambiguous and perhaps more personal in nature
- 5. AOB: Missed Appointments.** CS expressed some concern at the number of missed appointments and the ensuing cost, both financially and in lost appointments to more needy patients. There was discussion around why such large numbers of appointments should be missed and how this could be best managed by the practice. It was decided that a more detailed audit of the numbers could be made to see if there was some underlying commonality between missed appointments and the patients concerned. This might enable

a more targeted approach to reducing the numbers involved rather than simply displaying a 'shock number' which it is hoped will stimulate better recording and monitoring of the date of a booked appointment by the patient, particularly if there is a four-to-six-week interval between booking and attending a routine appointment.

As there was no other business to discuss the meeting concluded at 12.15hrs with the next meeting scheduled for **11.00hrs on Wednesday September 4<sup>th</sup>, 2024, at The Meeting Room, Padfield's Farm.**