

Staunton and Corse Quarterly Meeting:

Autumn – 4thth September 2024

Present: Malcolm Harley (MH), David Ledger (DL), Irvine Manning (IM), Donald Peach (DP), Christine Starling (CS), Louise Tweney (LT).

Apologies: Helen Bury

1. Matters Arising from Summer Meeting.

i) Addressing matters from the matters arising at the last meeting.

a) **Hartpury College:** LT a meeting has been arranged for next week.

b) **Constitution of the PPG:** LT formulated and distributed a mission statement.

c) **Doctor in attendance at PPG meetings:** As stated in the summer meeting, staffing levels make this very difficult, but Dr Chambers would call in at some stage during this meeting.

d) **The PPG Newsletter:** LT had produced and DP circulated hard copy of the Summer Newsletter as discussed. LT had again used SMS messaging to patients announcing that a copy was available to read on the Practice website.

f) **Suggestion Box and Wooden Screen:** The screen was working to a limited extent and had attracted positive comments. However, more still needed to be done as patients were cutting through the garden so more planting was needed to stop this. Access to the pharmacy was to be seen as one way in and out, rather than a thoroughfare. The bench would be forthcoming in the near future.

g) **Drop in Sessions and clinics:** The successful cervical screening sessions will be repeated after this years flu vaccinations have been completed. There will also be sessions to address a range of female cancers.

Changes to the reception area were very much in the future as considerable structural changes were what was required to improve privacy for discussions with the reception staff.

iii) **Health Creation Week:** This was not as successful as had been hoped. However, action had been taken on recycling paper, change in use of certain inhalers and advertising more activity for all. School drawings made by pupils were put on display to showcase their efforts.

iv) **Suggestion Box Complaint regarding Unfriendly Staff:** Action had been taken to encourage better communication via the suggestion box, in order to avoid, or at least follow-up such situations.

v) **Missed Appointments:** This had been followed up by LT and the situation was not as straightforward as at first been thought. Much more robust research was needed, and adjustments made to the reporting as the current missed appointments statistic was too simple and overestimated the problem.

2. **Staff Changes:** Not much to report. Haroon Shazhad the Physician Associate is moving on as has Jenny, Nurse Manager.

Dr Samuel Willis, one of our trainee GP's, has completed his placement and will be replaced by Dr. Majid Motamedi on a six-month placement.

3. **General Practice Collective Action:** LT reported increases in the minimum wage recently introduced has had an impact on the practice. Other financially demanding changes implemented by reforms imposed on General Practice are proving a struggle. The move of many Secondary Care activities onto the Primary Care sector means that patients discharged from hospitals are coming to the surgery with a list of follow-up actions, which hitherto would have been dealt with by the hospital. The time staff have to put aside for dealing with the increased workload is not being eased by the ability to recruit new staff, as no additional funding is available to support the activities. Coupled with the statement that no more than twenty five patients should be seen per day by each clinician and the Continuity of Care criteria also being imposed, trying to see patients within an acceptable 'booking window' is becoming increasingly difficult to maintain. This is not made any easier by the Collective Action by GPs.

4. **Flu/COVID Vaccination Clinics:** All the appointment planning had been successfully organised using text messaging and social media platforms. A brief conversation ensued, led by DL, regarding the interactivity of the text messaging system with other IT platforms, allowing further sharing of the message and links with diaries and other IT users known to the original recipient. The information and links DL wanted were beyond the capability of the current system, but LT did say that she would speak with the practice IT managers to see if this was possible.

COVID vaccinations would be offered to eligible patients at the same time as their flu shot. Special clinic for children will be held on 24th September. Four further (Wednesday) clinics for adults will be run between 14.00 – 18.00hrs on the 9th, 16th, 23rd and 30th October. PPG member 'Meet and Greet' volunteers were invited, and a rota would be planned. On Saturday 2nd November there would be an additional all day clinic.

5. **General Practice Improvement Plan (GPIP):** LT reported on another initiative to address key areas for improvement within the practice. Areas such as the practice demographic would be examined in detail and areas identified and structured for improvement over a fifteen-week cycle.

6. **Suggestion Box:** Only one suggestion had been received and this was not discussed as no action was required.

7. AOB:

a) LT briefly outlined the structure of the Primary Care Network explaining how the proactive nature of the network brought together essential health care provision in the community such as mental health, social care, pharmacy, hospital and voluntary services in our local area. Providing better collaboration between GP practices and others in the local health and social care system, giving the right care to patients tailored to their specific needs, particularly for those living with Long Term Conditions.

b) A brief discussion about providing newsletter style information to the West of Severn Benefice ensued. CS suggested that supporting the online and hardcopy publications they provide would be an efficient way of distributing the Practice updates and Newsletter information. LT would investigate.

As there was no other business to discuss the meeting concluded at 15.00hrs with the next meeting scheduled for **Wednesday December 4th 2024. Location to be confirmed, but probably reverting to the Meeting Room, Padfield's Farm.**