

Patient Participation Group

Meeting Minutes

12 September 2023

PPG Members attending:

Jackie Davenport JD
Beverley Ettle BE
William Ettle WE
Freddie Moore FM
Margaret Moore MM
Alan Drayton AD
Rachel Harrison RH
Pauline Tostevin PT

Practice Team attending:

Mark Tyrrell (Managing Partner) MTY
Claire Rackham (Deputy Practice Manager) CRA

Agenda Item 1 – Welcome and introductions

CRA welcomes the PPG members back to the practice and thanks them for giving up their time to attend. Group introductions are done.

Agenda Item 2 – Re Starting our PPG

It was recognised that the last PPG meeting was during Covid and due to the length of inactivity, that it was a great opportunity to restart the PPG. CRA went through documents that she would send out to all members for them to read ahead of the next meeting to provide guidance on how the PPG can restart effectively. There is also guidance on projects and initiatives that the PPG can spearhead, so plenty of thoughts for the future.

Agenda Item 3 – Election of Chair and secretary

As a refreshed PPG, the members need to nominate and elect a Chair and Secretary. A deputy chair can be nominated at a later date. CRA read out the role descriptions. JD put herself forward for the position of chair. This was agreed by the group.

No one volunteered for the secretary role, so CRA offered to take the minutes as a one off until the group could think more on this ready for the next meeting.

Agenda Item 4 – Information from the GP Practice from Managing partner Mark Tyrrell

MTY gave an update on how the surgery had moved on since coming out of covid. PPE has been relaxed, but this will stay under review depending on risk to patients and staff as numbers increase over the winter.

MTY explained about the forthcoming Covid and Flu vaccination programme that has been brought forward and the impact that this has on the surgery.

Patient Participation Group

Meeting Minutes

12 September 2023

The NHS in general is still playing catch up after covid, we are busier than ever and have recruited to meet demand, however we are now faced with an estate issue in that we do not have enough space, and this limits our growth and the services we can provide. Housing estates being built, increase in general population and popularity have all contributed.

Eastleigh Health Centre may have space in 2024. STA is keen for the patient population to know we are NOT merging with the existing practices in there, even though we do share some PCN services. STA needs to work out how they can effectively use that space and how this is best communicated to our patients, both for clarity and ease of use. MTY will be coming back to the PPG with plans for this at another meeting.

Questions from group to MTY:

Q – There was talk of stopping registration from residents of Bishopstoke/Fair Oak, is this still the case?

A – The risks of having a big area have gone, largely due to the success of the paramedic home visiting service

Q – Is it possible to have a ramp for access via the back door for flu/covid clinics. Wheelchair access can be challenging.

A – This will be looked at.

Q – Is there a need for a feedback text after every appointment? Those with regular Blood tests get them very frequently and don't feed back every time.

A – very grateful for responding, it is one of our most important service measures. Patient satisfaction is around 95% based on these. It is an automated system, so we can go back to the message provider to see if this is possible to reduce number of texts or look at wording.

Q – Patient Access is pushed quite a lot, but pharmacies don't use the same system so you can't see if the script has been completed by the chemist.

A – Patient access is what is offered as part of our clinical system, there is more of a push towards using the NHS app. Not entirely sure of the difference, or whether patients can see their medication on here, but it is something that can be fed back to NHSE online. MTY gave PPG overview of pharmacy provision in Eastleigh and how this will be reducing further with the closure of Boots Leigh Road. Primary care in general gets much less funding than secondary care (Hospitals), this includes GP's, Dentists, pharmacies and opticians. MTY is in regular conversation with the team at Boots about managing scrips and how to better help our patients whilst trying to reduce their workload. Patients' seeing their meds ready would reduce phone calls to them.

MTY provided apologies and left the meeting at this point.

Patient Participation Group

Meeting Minutes

12 September 2023

Agenda Item 5 – Terms of reference/Ground rules.

CRA brought the St Andrew's PPG Policy to everyone's attention as this explains the terms of reference and ground rules and asked all members to read through this ahead of the next meeting.

Agenda item 6 – Aims and Objectives of the PPG

CRA asked the group to think about future planning and objectives that the PPG would like to do for the patients of St Andrew's. There is an opportunity to recruit new members that are representative of our patient population. RH suggested varying the times in which the meetings are held as at 6.30pm it is not necessarily accessible to all (parents/shift workers for eg) Due to space, we can only use the waiting room after clinics have finished. MM very kindly offered the use of the Salvation Army Hall for future PPG meetings, to allow accessibility. There is not an appetite for virtual meetings currently.

CRA advised members to read through the documents she is sending out for ideas. One example was a suggestion box in the waiting room, that the secretary would collect ahead of the meeting and send out to members ready for discussion.

Agenda item 7 – Information sharing and Lines of communication.

CRA explained it was important for members to be able to contact each other and provided GDPR forms to be taken away and signed if members are happy for group emails in matters solely related to the PPG.

Please return these at the next meeting.

Agenda Item 8 – Suggestions and comments from PPG members

RH spoke with CRA at the end of the session about engaging with the PCN to potentially provide routine services (eg cervical screening) for patients of Eastleigh that have additional accessibility needs more locally. (current process is hospital referral) CRA will email the PCN manager about this and report back at next meeting.

Agenda item 9 – Agree areas for discussion/involvement at next meeting.

All members to read through information that will be sent out and come to next meeting with ideas.

AOB

Date for next meeting is Tuesday 12th December at 6.30pm at St Andrew's