

St Andrews Patient Participation Group

Minutes of Meeting held on Wednesday 12th June 2024

PPG Membership

Jackie Davenport (JD)	PPG Chair
Claire Rackham (CR)	Deputy Practice Manager
Margaret Moore (MM)	PPG Member
Freddy Moore (FM)	PPG Member
Beverley Ettle (BE)	PPG Member
William Ettle (WE)	PPG Member
Alan Drayton (AD)	PPG Member
Rachel Harrison (RH)	PPG Member
Clare Fawcett (CF)	PPG Secretary
Fran Stanley-Muncer (FS-M)	PPG Guest, Social Prescribing Service

Apologies

Pauline Tostevin (PT)	PPG Member
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1.	Chair Welcome and Update
	JD welcomed PPG members to the meeting.
2.	Apologies
	Apologies received from PT.
3.	New Members
	No new members attended the meeting.
4.	Approval of Minutes of the meeting held on Friday 12 December 2024
	The minutes of the meeting held on Wednesday 13th March 2024 were APPROVED, subject to the following amendment: RH was in attendance at the last meeting but had not been included as a participant in the meeting minutes.
5.	Matters Arising and Actions from the last meeting
	JD raised a query regarding the minutes from the last meeting around the PPG finding new members and asked if the TV screen in reception would be used to advertise for new members. CR explained that the current PowerPoint presentation used on the screen is out of date and needs updating before uploading onto the system. In addition, the screen is not currently in use due to system issues but it is planned to get it up and running later this month. CR will add to the PPG information into the PowerPoint.

ACTION – CR to add PPG slide into the PowerPoint for publication on the reception TV screen

JD raised that it had previously been agreed a patient survey box will be placed at reception and asked when this is due to happen? CR confirmed that she is awaiting the questions to be included in the survey from the PPG.

AD has not finished the work on this yet but aims to have the outstanding work completed within the next two weeks whereupon he will liaise with CR to progress and also distribute the proposed survey questions to PPG members for feedback.

6. The Role of Social Prescriber

FS-M gave an overview of the Social Prescribing Service and handed out leaflets on the service to PPG members.

FS-M informed PPG members that a Facebook page is being set up for the service, as well as WhatsApp and Instagram to reach the younger demographic.

FS-M is the Team Lead for a team of five Social Prescriber Link Workers. As well as leading the team, FS-M is also a Social Prescriber dealing with bereavement counselling for the surgeries as her speciality.

The team links with patients from all four surgeries in Eastleigh as well as voluntary and statutory agencies including the Job Centre, housing, isolation, mental health and bereavements to name a few. The only exception is patient transport which is operated by One Community.

The Social Prescribing Team have lots of links in the community. One of the team was previously a Town Ranger and is a wealth of knowledge for the Service.

Twice a month the Social Prescribing Team promote their services at the Job Centre. The Job Centre refer clients to the Social Prescribing Team on a regular basis.

The Social Prescribing Team have recently acquired a base within Parkside and Archers Surgery at Eastleigh Health Centre.

JD asked how the One Community minibus service operates? FS-M explained that to use the service people need to a One Community member at a cost of £10.00 per month and a slot to use the service has to be booked a week in advance over the telephone.

FS-M informed PPG members that the Social Prescribing Team have recently launched a drop-in service on the third Thursday of each month at Eastleigh Health Centre. AD asked how the drop-in service is being advertised? FS-M replied that posters promoting the service are being displayed around Eastleigh in each of the four surgeries and around prominent locations in the town centre such as the Library and Job Centre. Social media channels also promote the service. On average, the Social Prescribing service receives 90 referrals per month.

JD asked whether the Social Prescribing Team are able to assist with referrals to the Foodbank? FS-M confirmed the team do make referrals to the Foodbank.

JD thanked FS-M for her attendance at the meeting.

7.	Practice Update
	CR gave PPG members an update on the Practice since the last meeting in March 2024. <u>Practice Facts and figures (May 2024 Report)</u> • The Practice patient list has increased to 13,013, 260 more patients since March 2024. The Practice has capacity for 13,000 patients and are seeking extra space to meet patient's needs. • There have been 153 births, 7 more than in February 2024 with 70 deaths, 9 less than in February 2024. • Average mortality rate of patients has increased – Males increased by 6 months to 78.4 years and Females by 2 years to 82 years. • Long Term Conditions – the percentage of patients with Long Term Conditions remains the same. The top three Long Term Conditions are depression, hypertension and asthma. The Practice is working with the PCN on hypertension which has seen an increase in 160 patients over last 12 months. • May 2024 Appointments – 5,038 booked appointments, an uplift of 700 appointments from February 2024. 1 in 22 appointments were missed equating to 44 wasted hours of practitioner time across all practitioners at a cost of £7,000 to the Practice. • Mode of Contact – face-to-face appointments are up by 4% to 78%. • DNA appointment rate is at 4.3% over the last 90 days equating to 607 missed appointments and a loss of 9.7 hours clinical time. The worst times for DNA appointments are between 8.00am and 10.00am, then 2.00pm and 4.00pm. Routine face to face GP appointments are the most missed appointments, followed by appointments for blood tests. • Face to face appointments missed by average age – GP missed appointment is 36 years old with blood test missed appointments being an average age of 50 years old. • Biggest cohorts of missed appointments are for the Nursing teams. • Booked appointments are now being offered up to 28 days in advance, giving patients the opportunity to see the same clinician to provide continuity of care. • COVID vaccine appointments – 33 missed appointments with an average age of 76 years. • Women aged between 30 and 39 account for the most DNAs. Almost 30% of DNAs are for mental health. • There is a new protocol for DNA's. The first and second missed appointments will trigger a text message to the patient. For chronic offenders it will be considered to remove them from the patient list. • Patient Activity Report – in the last 90 days 5,826 patients have made appointments but used 13,447 appointments, an average of 2.3 appointments per patient. • The average planned time for each face-to-face patient appointment is 11.9 minutes, the Practice spends on average 14.1 mins per patient. CR thanked WE, BE and AD for supporting the Practice Covid Clinics.
8.	What's next for the PPG
	FS-M invited PPG Members to visit the Social Prescribing Service at the Health Centre.

9.	AOB
	There being no other business the meeting closed at 6.22pm

Date of the next PPG Meeting: Wednesday 11th September at 5.30pm