



St Andrews Patient Participation Group

Minutes of Meeting held on Friday 12 December 2023

PPG Membership

Jackie Davenport (JD)	PPG Chair
Claire Rackham (CR)	Deputy Practice Manager

1.	Chair Welcome and Update
	JD welcomed members to the inaugural meeting of St Andrews Patient Participation Group (PPG). JF informed members that she is an experienced meeting Chair. [] informed JD there are minutes from the September 2023 meeting.
2.	Election of Chair
	<p>CR informed PPG members that the agenda items for the meeting are:</p> <ol style="list-style-type: none">1. conflicts of interests (pecuniary interests).2. Practice Update from CR.3. Purpose of PPG (open forum).4. 3-month outlook.5. Date of next meeting – March 2024. <p>JD asked PPG members if they were happy for her to act as Chair? PPG members APPROVED the proposal.</p> <p>JD reported that at present there is no secretary for the PPG to take minutes and suggested that members take turns as minute taker, though this is not mandatory if anybody feels they are not able to do so. Tonight's meeting minutes are being recorded and JD will type up the minutes after the meeting. JD asked if there were any volunteers to take the minutes of the next meeting?</p> <p>[Alan] volunteered to take the minutes at the next meeting.</p> <p>CR suggested recruiting a secretary as a priority.</p>

JD queried whether a Terms of Reference (ToR) in writing are needed for the PPG? CR confirmed that a written ToR are not needed for the PPG at this moment in time but when new members are added this should be noted. There will be an annual refresh of the ToR.

JD suggested that instead an Aims and Objectives of the PPG be created to make it easy for patients to contribute to the PPG, perhaps by way of a survey suggestion box? [Alan] added that previously there have been patient surveys. CR agreed that this could be beneficial. [Alan] said there is a slimmed down survey on the surgery site website for patients to feedback views. CR agreed but the questions need to relate to specific areas to maximise the effectiveness of the feedback.

JD asked whether meeting minutes would be uploaded the surgery website? CR confirmed they will be. JD suggested that patients could contribute to matters from the meeting minutes. CR suggested highlighting key themes from the minutes for patients to feedback on with an open invitation to attend the next or a future meeting. CR suggested asking patients to fill out a PPG questionnaire/form after their appointments to provide feedback. [Alan] queried whether this was the most effective way to fill out a paper form?

[Alan] suggested the practice email patients after each meeting. CR pointed out this would be a huge task for practice staff and suggested narrowing down to a particular day/week and patient cohort and then emailing those patients.

JD feels a suggestion box at reception is a good idea and accessible to all patients. CR stressed the need to be mindful of having too many enquiries and to concentrate on common themes, such as appointments or mental health. JD agreed. CR stressed the feedback will be anonymised to protect patient data and comply with GDPR.

It was agreed that the first objective was to find out what the patients want from the practice.

JD said one suggestion by Mark from the last meeting was that the practice does not do not do enough with mental health due to stigma and he suggested doing gardening sessions at the community garden for patients to improve mental health. CR said we need to pre-plan in advance and communicate via text and a poster in the surgery for interested patients.

JD raised whether the surgery has a physio professional. CR confirmed there is a first contact musculoskeletal (MSK) specialist in-house who works for the Primary Care Network (PCN) covering and treating/referring St Andrews, Boyatt, Archers and Parkside patients.

CR gave an overview on the practice detailing that it is a private business delivering GP services for the NHS. This is common for all GP practices in the UK. The practice partnership has four clinical partners with Mark as the Managing Partner. There have been seen some changes to the partnership recently. Dr Fitton has now left the practice but he still acts as a locum. Dr Taylor has now left the practice after 15 years.

JD asked whether patients will be informed of the changes so that they know who their registered GP is? CR confirmed that patients will be informed. There is now a vacancy for a GP partner. The practice has taken on two new salaried GPs. St Andrews continues to be a training practice with three trainee GPs. Both are qualified doctors working on their specialisms. Nurse Practitioner Faye has joined the practice

recently to manage on the day urgent appointments which has enabled the GPs to free up routine appointments and bring down wait times to less than a week. Practice Nurse Lauren is in training to become a Nurse Practitioner. Lauren is seeing patients and undergoing a prescribing course, with her training due to complete in March 2024. A new Health Care Assistant (HCA) called Lisa is being put onto an apprenticeship to become a Nursing Associate.

JD commented that there has been a lot of noise in the media generally around the lack of GP appointments with patients complaining that they can only get online appointments. JD feels they are a good idea personally as they save GP time but the perception is that patients are being fobbed off across the country.

CR stressed that GPs will still see appointments if required.

CR reported that the practice is working on building a mental health team led by Dr Hodges, as Clinical Lead for the PCN.

The PCN comprises of:

- An MSK specialist (Jan) based at Eastleigh Health Centre.
- Rua – delivers structured medication reviews.
- Mental Health Team – Nurse Viv , contracted from Southern Health, supporting the Mental Health Team working from Omega House.
- Other members from Southern Health for the Mental Health Team and Solent Mind Wellbeing assessors.
- Libby and Kristina – Health and Wellbeing Coaches.
- Social Prescribing Team who works with patients in the community.
- Two Care Co-ordinators – one for Cancer and one for learning difficulties.
- Two Paramedics – Matt and Jools who do home visits for patients.

Alan asked if the list of names could be forwarded to PPG members. CR confirmed she would distribute.

CR reiterated that appointment wait times had reduced to under five days and this had been achieved by only accepting urgent, on the day appointments between 8.00am and 10.00am . Outside of these times, urgent patients will still be seen where possible. CR reported that routine appointments are now bookable from 11.00am. This change has massively reduced the stress on reception and also for the GPs to perform weekly reviews more easily.

Room space – The practice is working hard to fill all the rooms to keep routine wait time downs. There are a couple of events that have affected the list size, being Stoke Wood closing their list to new patients until March 2024 which has had a huge impact, increasing the list size to 12,000, 13,000 is the maximum number of patients that can be accepted and this will be specifically for the practice catchment area. The practice is looking at options to increase room space outside of the surgery but the surgery has to have 100% occupancy before we can look outside of the surgery to ensure the NHS reimburses for the costs of extra space.

[] asked where is outside of the area? CR confirmed the boundary is up to St Thomas's Church in Fair Oak, over to Colden Common then back down to halfway through Chandlers Ford, up to Stoneham and back into Eastleigh. CR confirmed there is a map of the catchment area on the surgery website. CR confirmed that she can view where patients are very out of area to manage the patient numbers.

CR ran through November figures for the patient list – at the end of November there were 12,492 patients on the list which has just tipped over to 12,500 at the time of this meeting.

Patient Demographics

23% of patients are 0-7 years old;
63% of patients are working age adults from 18-64 years; and
14% of patients are 65 years and over.

Births – 133 in November 2023.
Deaths – 78 in November 2023.

1 in 3 patients has at least one long-term condition.
1 in 8 patients has more than one long-term condition.
The highest percentage of long-term conditions at 14% for patients is depression.
34 patients are in care homes.
87 housebound patients.

November Appointments

In November 2023 – 5,100 booked appointments. 1 in 22 appointments were missed, totalling 47 hours of wasted practitioner time, at an estimated cost to the practice of almost £7,000.00.

Appointment Availability

36% of appointments in November 2023 were for urgent on the day, booked appointments. An average waiting time of 2.2 days. Average of 3 minutes from check-in to seeing the doctor.

70% of appointments in November 2023 were face to face with 29% on the telephone and 1% home visits.

CR reported that the figures are coded at source to enable easy categorisation for reporting purposes.

A general discussion ensued regarding mammogram services, smear tests for older women and bowel tests. CR confirmed age groups are recalled via age group risk for these services which are provided by secondary care services. It was noted that Winchester A&E has announced it is closing and instead becoming an Urgent Treatment Centre. The nearest alternative A&E is therefore Southampton.

3. Meeting Frequency

It was agreed that future meetings will take place in the second week of the month, quarterly with the next meeting being in or around the second week of March 2024.

CR confirmed that she had put a poster up in the surgery asking for new PPG members. Several patients had expressed an interest and then decided not to take

	<p>forward. It was stressed and agreed by PPG members that new members need to be engaged quickly to maintain interest.</p> <p>CR confirmed that the Salvation Army Hall on Blenheim Road will be booked for the meeting. It was agreed to hold the next meeting on Wednesday 13th March 2024 at 5.30pm.</p>
4.	AOB
	There being no other business the meeting closed at []pm.

Date of the next PPG Meeting: Wednesday 13 March 2024