

PPG MINUTES FOR NOVEMBER 29TH 2023

Approved March 13th 2024

Present: Hedli Tanner (Chair), Richard Dubber (Deputy Chair), Nina Haines (Secretary) Pauline Edwards, Operations Manager Bridget Acock.
Online members: David Gee, Chandika Cheekhory, Fiona Wilkinson.

Hedli Tanner opened the meeting by welcoming new online members Chandika Cheekhory, Fiona Wilkinson who had been invited as guests to find out more about the PPG. Committee members introduced themselves.

- 1) Apologies; Sheila Donovan, Lynn Hill, Dr James Scrivens.
- 2) Minutes of Committee meeting held 28th July 2023 were read and approved.
- 3) Matters arising.

Bridget Acock (BA) reported Dr Cordner's room has been redecorated and Nurses Treatment Room refurbished, just awaiting new cupboards.

Still awaiting permission from Council for disabled access.

Hedli Tanner (HT) reported that several patients had applied on the website to become online members. Interested online members are invited to attend a Committee Meeting to learn more about the PPG and how it is run. There is now a waiting list. Chandika Cheekhory told the meeting she found it easy to locate the PPG section on the website and to fill in the PPG form. BA added that the Practice could only update minor changes on the website. Major changes were uploaded from an outside supplier which could lead to delays.

BA said that recruitment for reception staff was difficult for all Practices. A recent resignation meant back to the drawing room again.

- 4) Bridget Acock update.
From 1st November patients will be able to access their medical records online through the NHS app and Patient Access.
Covid & Influenza inoculations. Massive drive up to 22nd October. Few housebound patients to be visited this week.
Staff: Samantha Terry new part time receptionist.

- 5) Hedli Tanner (HT) report.

HT reiterated how vital it is that the PPG uses the website to attract and inform patients as data protection makes it difficult to contact patients directly.

BA invited Jodie Oxford, in charge of the Practice's technical requirements, to join the meeting.

HT gave Jodie PPG copy -titled a more friendly "Patient Voice" to be shown on the Surgery TV. Major lay-out changes on the website are made via Jodie to Enigma for activation so the new headers and content for the PPG section would have to wait further.

HT attends bi-monthly meetings of the South Warwickshire Patient Engagement Group (SWPE) Chairs and representatives of all South Warwickshire PPGS are invited to give patient feed-back and are updated with new proposals and changes in health care. Dr Christina Ramos, Chair of the SWGP Federation, attends and is very supportive. She is happy to talk to us and other PPGS.

HT handed out copies of a successful patient survey sent out by Hastings House PPG. It could be adapted for our use. The committee agreed that it would be a good way to keep in touch with patients. HT to set it up with NH JO and BA once the PPG section is up and running. Example of questionnaire handed out.

A PCN (Primary Care Network) meeting had introduced the different assistant health care professionals supporting GPS, now in place. They are summarised as below.

Social Prescriber: can be contacted by all providers and patients.

Health & Well Being Coach: diet and general health check.eg. Diabetics are advised re diet.

Clinical Pharmacist: Direct management and monitoring of medication every day of the week. Can prescribe medication.

Physician Associate: cannot prescribe but will refer/consult with GP if medication required.

BA reported a Physiotherapist was about to start a slot in the Surgery. Patients will be referred direct.

6) David Gee. Governor South Warwickshire Foundation Trust.

Showed meeting plans for proposed new build at Stratford upon Avon Hospital. Will consist of 2 floors. Xray MRI will move into new area.

Planning has been approved. Have applied to District Council for £1million. Should hear in the next few weeks. (this was approved on 6th December 2023)

7) Nina Haines to arrange date of next meeting with BA.

Hedli closed the meeting and thanked everyone for attending.