

## Minutes of the PPG meeting on Thursday 28 Sept, 1.30pm at Beaumoor

### 1. Those present

John Read – Chair  
Cllr Stephen Andrews – Patient  
Margaret Bishop – Patient (Minutes)  
Mary Ann Dibbs – W4W Coordinator  
Andrew Slucock – Practice Manager  
Shelley Welsh – Chair of the Friends of Fairford and Lechlade  
Jennie Sanford – Patient

### 2. Apologies - Trevor Hing, Alison Watkins-Nash, Judith Butler, Carolyn Thrussell.

### 3. Matters arising from the minutes of the meeting of 27 April 2023.

Andrew had investigated the query about prescriptions for Hyperion House. Some prescriptions are made up by Stroud pharmacy. This usually works well and there is no problem now.

### 4. EoL documentation progress.

After the extensive presentation on end-of-life care and documentation at the last meeting, John presented the Orange booklet – What matters to Me, produced by One Gloucestershire. This was accepted for use, together with additional hospital documentation and the RESPECT form.

### 5. It was agreed that a text-based advertisement for the recruitment of PPG members would be used. This had been produced by the Gloucestershire Integrated Care Board and had already been used by three practices. All analysis would be done by the ICB software department.

### 6. Survey tool

NHS Gloucestershire has produced a survey form for PPGs for patient feedback. This could go on social media and would produce a more representative sample. The data analysis would be done for us by the ICB. There are some drawbacks, social media can produce extreme opinions and would exclude some elderly people without digital skills. Andrew was happy with the existing 'Friends and Family' survey form which produces around 130 results per month, about 10% on paper, the rest on line. The new survey would be in addition to the existing system and would inform the practice better on major issues.

### 7. Practice Managers report – Andrew reported: -

- a) 2 receptionists have resigned recently. One was expected but the other was thought to be a consequence of the difficult and stressful working environment. Patients are generally becoming more aggressive and abusive, and on one occasion, and the police were called. Jennie pointed out that patients too were distressed and anxious, particularly when having to wait a long time with no communication or explanation. She suggested that if appointments were delayed by an emergency this could be shown on the screen in the waiting room. At present patients are told to consult the receptionist if waiting more than 15 minutes, which is not helpful when the receptionist is busy.

Patients forced to wait often feel distressed and frustrated. This is recognised by the practice and staff are trained to try to calm difficult situations.

- b) The vacant posts were advertised as Receptionist and Administration and there were 9 applicants. The Reception and Administration teams are covering for each other and merging which spreads the load, and reduces the stress levels for receptionists.
- c) Two Covid and Flu clinics for vaccinations have been arranged for 14<sup>th</sup>. and 21<sup>st</sup>. October. They are both fully booked and the Surgery is not able to do more. It is difficult to estimate demand in advance. In the past, doses have been left over and wasted. This year text messages were sent to patients which resulted in greatly increased demand. It was pointed out that many elderly vulnerable people don't use text messages, and have not been able to book. They are advised to contact the NHS on- line service and there are several other places offering vaccinations.
- d) The Surgery has not recruited another GP but has managed through the summer with locums and additional Nurse/Practitioner services. It is more cost effective to employ locums but this puts additional pressure on other staff, and gives less continuity of care for patients.

#### 8. Friends of Fairford and Lechlade report

- a) Shelley reported that the Nursing Team has no patient at present but one is expected, and they are trying to make the right people aware that the service is available. Jennie commented that some of the team are no longer Registered Nurses but now serving as Health Care Assistants. Assessments can only be done by Registered Nurses, and a mixture of both is required.
- b) The Edna Dawes Luncheon Club Wednesday sessions are getting full and they have a waiting list. There are plans to start a second session on Mondays from November. The monthly Bereavement Club continues, and there is also the Memory Club once a month. They would like to raise awareness of this and Mary Ann will publicise it.

#### 9. Working for Wellbeing report

Mary Ann reported that the weekly Talking Café continues to be well supported, plus events such as the Golden Oldie Cinema club. Free Health checks were given by Gloucestershire Community Health team and she will enquire if they might come and do Covid vaccinations. A Wellbeing Fair is planned for Lechlade on November 2<sup>nd</sup>, with activities for children. The Warm space scheme has been re-launched as Warm Welcome community space and it is hoped that this will continue through the winter. The Digital skills scheme continues as there is still demand for help with smart phones, and there is a new Family Hub mother and toddler group running weekly on Friday mornings.

#### 10. Social Prescriber's report

Caroline was not present but had sent a written report. She had been in post for 12 months and in that time had provided help to 22 individuals. Of these 18 had been referred by the surgery, 2 by self-referral and 2 from Working for Wellbeing. Carolyn currently had 4 open clients whom she is helping with a range of problems – housing, loneliness, diet and exercise, social isolation, mental health and wellbeing, long term health conditions, food, caring responsibilities, finance and debt and cost of living and employment.

#### 11. Any other business

Stephen mentioned a Patient Facing Portal meeting, and that Gloucestershire was having difficulty in recruiting and retaining staff.

#### 12. Date of next meeting – Thursday, January 11th. 2024, 1.30pm. at Beaumont.