**Armada Family Practice**



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| TO: ALL MEMBERS OF THE PATIENT PARTICIPATION GROUPSummary of the Patient Participation Group Meeting held at Whitchurch Health Centreon Monday 4th September 2023Meeting 5pm to 6 pmAttendees:

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| Mick o Neill-Duff | Claire Pitchers | Julie Welch – Managing Partner |
| Graham Banfield | Kim Hicks | Dr John Fawley |
| Jenny James |  | Dr K Jones |
| Margaret Bawden |  | Dr Indra Da Costa |

1.Welcome and Introductions. Apologies- Jane Dury. Sue Corish2. July 2023 minutes reviewed and accepted.MND. For J Button - The government is giving the NHS £240 million pounds to make getting an appointment easier. How much will this practice receive and how will it be used.IDC. What this practice will receive not known as any government money made available will go to the Integrated care board for allotment and distribution.JW. Use of any money made available to the practice from the GOV/ICB will be decided when allotment confirmed. KH. Digital phone lines at all GP surgeries.(Government plan for digital upgrades) Has this practice signed up to the digital upgrade yet? If not will the practice be signing up for the Digital upgrade?JW. Explained the practice phone system has been digital for approximately two years to date. Brief overview of phone system operation and functions and its place in the overall provision patient access to care and information. JW has also enquired information regarding any system updates or changes from practice phone system provider. Copies of article about Gov Digital Phone systems upgrade proposal from one care distributed to meeting attendees.KH. Will digital system end engaged tone?JW. No, every line in needs to be monitored by available staff resources. IDC. Gov information national so there will be some differences regionally. JW. Online information put out by Government ref digital phone lines in GP Surgeries is misleading.KH. Practice phone system Call back system very good.JW. Call back system being used to good effect.MND. E consult is this used?JW. On website but not suitable for all. Try to turn around in 72hrs.IDC. Explained about managing system and its use. Open when practice open.JF. Noted not all use the internet.JW. 18th September Roll out of Flu vaccinations. JW. Reminded meeting of previous meeting suggestion of table set up in Flu vaccination clinic area manned by PPG members to raise awareness of PPG.JJ/MB Expressed interest to carry out this task. MB. How do we get notification of covid injections etc. JW. Nationally as normal.IDC. Government brought forward Covid roll out at short notice.KH. Will shingles vaccination be available for those requiring.JW. Yes MND. PPG membership. People joining possibly thoughts on us try to involve younger people 18/19yr olds. Presented join PPG advertising poster that MND had assembled to meeting for information and thoughts on displaying in Surgery. All agreed a good idea and poster to be displayed.JW. Requested electronic version for system.JW. Issue booklet for patient Help/Advice for winter to include PPG information.KH. Do we have final number of confirmed PPG numbers from various requests made by MND. MND. Have a list but where are they? Loath to take people off the members list without confirmation from member taking into account GDPR regulations. (General Data Protection Legislation).General discussion and meeting suggested keeping those that had expressed a wish to remain on the list and removing those that had not replied.MND. Practice staffing levels.JW. No big changes and ran through new starters and leavers. Still problems recruiting and retaining reception staff with abuse in various forms still an issue. Now recording all phone calls proving a great help in resolving issues. Will play back conversations over the phone to individuals as required. Abuse does not have to be solely shouting/verbal.Starters.Jess Eddy -Advanced Paramedic Practitioner, Full Time Start 18th September.Laura Meilak -Jones -Advanced MSK Practitioner, Part Time Starts 18th September.Leanne Ford- Advanced Nurse Practitioner, Full Time Starts 31st October.Dr Harmon returning end of year. A.O.BGB. Is the practice still carrying out wellbeing/Health checks.JW. Yes, People contacted and appointment slots set up three evenings and Saturday morning. The practice paid for this service but patients not taking up the appointments.Over 74yrs of age can ring the practice and book an appointment if required.IDC. Patients with long term conditions receive an annual call in.JW. The practice now runs a women's health clinic and has a nurse dealing with Menopause. Using website/Facebook and booklet to advertise service.Not the expected use of this service as yet.KJ. Explained much better for menopause nurse to present to approx twenty women and for the women to benefit from group chat.KH. Suggested simple video presentation on Facebook and explained basic production method.JW. Not straight forward for practice and One Care looking to produce generic videos for practices to use. General discussion around video production. KH. Website group contact and minutes not uploaded.JW. To look into updating web site as required.KH NHS App 31st October all patients have access to their medical records.IDC. Explained this practice would not just be downloading all information without thought. Some form of risk assessment would be in place with a view to mitigating potential issues for the patient and with safe guarding in mind. Explained various scenarios where patient safety and wellbeing could be affected. This is a complicated issue.JW. All practices different and not necessarily interpreting the task the same. KH. Difficulty getting head around the practices different interpretations.KJ. Doctor will have to think about hiding some notes derived from a patient consultation in their best interest or safety if records accessed by others without patients permission. BMA took up the matter of patient records risk with government without any satisfactory conclusion.Further general discussion regarding records and access. See previous minutes for discussion regarding medical records access.MND Thanked everyone for their attendance and input. Meeting closed 18:00 5. **Next Meeting –** Monday 4th December 2023. 5pm to 6pm |  |