**RIVERSIDE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES WEDNESDAY 18TH MAY 2023**

**Riverside Surgery Attendees:**  Dr Neill Bramble – Chair

 Lucy Jones – Practice Manager

 Lysa Ball – Deputy Practice Manager

**PPG Members Attendees:** LR/MB/SA/PT/WS

**PPG Members Apologies:**  AH/OG/RB/SC

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| **Welcome** | * NB welcomed everyone to the meeting. Introduced LJ and LB.
* We are looking to improve communication with our patients and gather views/opinions on services we offer. Feedback is important to us here at the Surgery. We would like to build a new and stronger PPG with 2-way conversation and development. Our ultimate aim is to build a core PPG with approximately 12 members to act as “the voice of the PPG”. We are planning 4 meetings per year and a schedule to be drawn up and emailed with minutes.
* The PPG was thanked for their help during the Covid Pandemic.
 | NB/LB |
| **PCN PPG** | * NB confirmed we do have a representative from Riverside surgery who attends the PCN PPG Meetings. NB/LB to catch up with this member.
 | NB/LB |
| **Riverside Surgery Team**  | * NB updated the group with our GP Partner team which now has 8 partners with Dr Robinson and Dr Tripathy being the newest members.
* NB confirmed we now have 4 salaried GP’s to support our partners – Dr Robin Middleburgh, Dr Janet Crabtree, Dr Kirsten Protherough and Dr Kimberley Purvis. Our salaried GP’s will be able to follow up patients they see but those with more complex cases will continue to be review/seen by their own GP for continuity of care.
* We also have a Registrar Dr Adebola Awolesia with another one joining us in August 2023.
* We have two Clinical Pharmacists, Bhavik Chavda and Claire Hobbs who are able to prescribe, have an interest in minor ailments and hypertension management. Both are highly experience and competent members of our team
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| **Additional Roles via PCN** | * **Paramedic** (Silas Earl) – is based at Riverside Surgery and is able to see patients with more acute presentations, he does do home vists.
* **First Contact Physiotherapists** (Charlene Mason based at Abbey and Aris Pabillo based at Demontfort) both are able to see our patients, they primarily review new joint problems but do not offer long term physio care, they work very closely with our community physiotherapy team. Positive feedback and appointments always booked.
* **Pharmacy Technician** (Sarah Berry) is based at Riverside Surgery. She is trained in primary care and currently focusing on our cardiovascular and cholesterol patients, going forward would like to develop a group consultation model
* **GP Assistants** (TBC) – These roles combine HCA and Admin together. GPA’s wsupport our duty doctor to support the on the day demand, they will be able to carry out ECG’s, blood tests and help refer patients onto hospital services.
* **Mental Health Practitioner** – less clinical but more a well being practitioner, sees patients with low level anxiety
* **Health and Wellbeing coach** (Katie Shrub) she offers overall support for the wellbeing of patients who are elderly, socially isolated, housebound.
* **Social Prescribers** – help patients with specific problems such as housing, money, benefits. They also help patients to link in with local voluntary organisations.
* **Life Style Advisors** – this is supported by Public Health and the local County Council, they offer 1:1 support and group sessions for areas such as smoking, alcohol and weight management.
* **Care Co-ordinators** (Cara Myers and Rhea Moss) both are practice based and help with long term conditions and help access health care services.
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| **Surgery Update** | * We are now pleased to welcome patients back into the surgery following the Covid pandemic and due to our expanding team and new services to promote patient care it has been identified that we need an additional consulting room in the old waiting area towards the end of the building.
* **FeNO (fractional exhaled nitric oxide) Machine** – this has been provided by the PCN which is a safe and easy test to help with asthma care.
* **Website** – is currently under review and being updated. All websites are being standardised by SW Healthcare. When ready for comments/suggestions an email link will be sent to the PPG before going Live.
* **Triage Appointments** – since Covid we have modified our access and we now offer either a telephone consultation or face2face appointment allowing patient to choose which suits their needs best.
* **Enhanced Access** – Across the PCN we are offering patients evening and weekend appointments, some of these clinics are focused specially on certain areas such as minor surgery and family planning.
* The key focus for this year is access and our recovery plan. NB confirmed that as part of the H&W Health Primary Care Services in the West Midlands our area is one of the best for offering appointments.
* **Practice Improvement Programme** – we have signed up for this to help us to re-focus and free-up time with clinical priorities being improving patient access and care, spending more time with patients with complex care and a more manageable workload and improve our staff wellbeing. From an administrative element this will help us manage our phone lines, improve workflow, reduce complaints and help us to improve resilience and staff wellbeing.
 | NB/LJ/LB/PPG |
| **New Services for 2023/24** | * **Sleep station** – Are you struggling with your sleep and not sure how to fix it? Sleep station combines psychology and sleep science with dedicated support to help people get great sleep.
* **Pain Management** – To support long term pain patients, with a personalised health coaching approach. To explain how chronic pain develops and persists. Introduce strategies for patients to manage their pain, promote independence and restore function, improve quality of life, reduce dependency opn long term potent analgesia. To provide positive support for patients with de-medicalised approach utilising social prescribers and community support.
* **MIND** – Group sessions Wednesday evenings 5.30pm – 7.30pm here at the surgery. The group share lived experience of mental health problems and look at tools and resources to develop a wellbeing toolkit. Group support can help make positive changes in patient lives and improve mental health.
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| **AOB** |
| * Patient book in screens – NB confirmed that currently no funding available to purchase a new system, current quote is £10,000. (WS)
* Steroid injections – would like a review of how we operate our waiting list and how it would be much easier to allow patients to book direct rather than be referred everytime they need regular appointments. (LR)
* Appointments – felt the 8am rush was frustrating but if it was left to late to contact the surgery all appointments booked and asked to ring back the following day. NB appreciated this but unfortunately no ideal system but felt that part of the Practice Improvement Programme would help with this area. Confirmed that we do offer a que call back system so that you don’t miss your slot. Nurse appointments – suggested putting a recorded message on telephone system to say ring in the afternoon if you need a routine nurse appointment. (LR)
* Own GP availability – this would be helpful to publish in surgery/website which days GP partners wait, felt this may help reduce some phone calls if patients new what day their doctor was not in surgery. (LR)
* Felt we could streamline our test results system to cut down the amount of phone calls being made into the surgery and then finding results not ready. Suggested a text message service be introduced. Improve communication regarding tests and results at point of consultation explained that patients could sign up for Patient Access which would allow them to view their test results and from October 2023 all patients should have signed up for online access.(PT)
* Has seen other clinicians other than own GP (PN) and felt that the clinical pharmacists in particular were absolutely brilliant with their care. (MB)
* Felt that it was important that all information was available to phlebotomist before attending appointment. (MB)
* Felt PPG was a good way for them to give feedback of new systems. (MB)
* A quarterly newsletter for patients would be very beneficial (MB)
* Found the meeting very interesting and informative (SA)
* Raised concerns regarding the high turn over staff in reception – NB explained that the reception job is a hard and demanding job and not suitable to everyone. The core staff we have currently are very experienced and general enthusiasm across the team. Again we hope that the Practice Improvement programme will help us look at this and help to develop a new induction process with a formal skills document, competency check list and spend time with each department to obtain a general overview of general practice. (SC)
* Our PPG members were very complimentary about the reception team and reflected about your competence across a number of examples both observed and personal. One member reflected that you were the best collection of reception staff that we have had for many years, this sentiment was reflected by the rest of the group.
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**Date of Next Meeting to be confirmed**