

PPG Meeting Wednesday 31st January 2024

Attendees: Joyce, Ron, Janet, Valerie, Gillian, Julie, Rachel and Jen Brown

Apologies: Jenny (Social prescriber)

AGENDA

- 1. Matters arising from last meeting** – Memory tree – Janet kindly set this up during December and seemed to have good engagement from patients. The Practice received positive feedback from staff and patients. Thank you to Janet for organising this and to Joyce for getting the trees and tags. We don't believe any money was raised for the Dementia café but still felt that it was a positive service to provide for patients who are grieving regardless of the fundraising element. It was felt that perhaps this should be implemented for the beginning of December this year to give patients more time to add messages. Janet raised whether Easter would be a nice time to do this again and it was agreed this would work well. It was decided that this could be available throughout the period of lent (from 2 weeks today until Easter Monday). Janet advised that she was happy to coordinate this but was happy for others to get involved. Decorations will include LED candles and natural/foilage decorations and again the opportunity for patients to display messages either by pegging them onto the twine or by attaching to some sort of willow.
- 2. GP appointments following on from the survey** – Following on from the GP survey results discussed in summer 2023 meeting, the surgery have made further changes to the appointment system in order to increase capacity for patients. This has been done by massively increasing the proportion of routine slots available and reducing the number of "urgent on the day" slots available. This appears to be working well at the moment and patient experience seems to have improved along with staff experience. Our next available routine appointment is generally in a weeks time – prior to these changes the average wait time was approximately 4 weeks so there has been a massive improvement. The Reception team have also been trying to triage patients more by booking patients in with the most appropriate person for their problem e.g. booking someone with shoulder pain an appointment with Raj our First Contact Practitioner rather than a GP. Julie raised whether it would be worth trialling offering more telephone appointments for specific problems in order to save GPs' time as telephone appointments generally take less time than a face to face. Rachel will speak to the Partners about this. The Pharmacy first service was also raised which encourages patients to attend the Pharmacy in the first instance for specific conditions. We discussed the potential pros and cons to this and Rachel advised that this is something the Partners are currently discussing.
- 3. Staff update** – Debbie our Receptionist has now left and Ange has re-joined the team. Rachel is going on maternity leave in May/June. The Practice currently has 2 Medical students from Warwick with us on Wednesdays for 8 weeks who are seeing some patients and observing other clinical members of staff.
- 4. PCN update** – The PCN has 2 new social prescribers Jenny and Annette who help patients with social issues like loneliness, bereavement, care support etc. They are very busy and have had a lot of patients referred to their service. Jenny was hoping to attend the meeting today but due to training clashes was unfortunately not able to attend. Rukhsana has been

appointed as admin coordinator. Her role is to assist the Practices with administration tasks – currently she is assisting our Secretarial team with contacting patients and chasing results for the stool sample tests (FIT tests) which are sometimes required before a referral.

5. **SWPE meeting** – Ron advised the purpose of the last meeting was looking at PPGs and how they operate. He advised that out of 30 practices in wider South Warwickshire only about half attend. The meeting was spent looking at the role of the PPG chair and role of the members. Ron suggested that it would be beneficial to read through these and to compare them to how we feel that we are operating. The meeting was also encouraging PPGs to get involved in project work within the PCN (Primary Care Network). One PCN have done a lot of work identifying patients who are carers and created links between these patients and the Practices. As our PCN is made up of 7 Practices (Arrow, Alcester, Pool, Henley, Tamworth, Lapworth and Budbrooke) this may create more of a challenge to organise due to number of practices. However our PCN are hoping to focus on a project either looking at digital engagement or carers. Joyce thanked Ron for attending the meeting and Rachel will circulate the minutes of the SWPE meeting along with the PPG roles when sending out the minutes from this meeting.

6. **Carers Coffee Afternoon** – It was felt that we would like to organise another Carers afternoon tea similar to the event organised and run by the PPG in 2019 as this was very successful. Joyce advised that she will look into us being able to use the Parish Centre again and will look for a Thursday in May (preferably the 16th due to the Practice being closed that afternoon for training). Joyce will investigate this and will let Rachel know. At the last event local Carers support services attended to provide signposting to carers and we also had a raffle which raised money for the sensory garden. We had asked local businesses for donations towards the raffle and we felt it could be more difficult to do this due to the impact of lockdowns on businesses. However, it was felt that it would be worth contacting them especially companies like Warner Hotels who do a lot for the local community. Jenny the Social Prescriber would love to assist with this so Rachel will let her know the details and the date for the next meeting. We would be able to provide cakes again along with tea, coffee and cold drinks. We will discuss the plan in depth next meeting. **This has now been booked by Joyce for Thursday 16th May 1-4pm – thank you to Joyce for arranging this.**

7. **AOB -**
PPG – Due to Rachel going on maternity leave in May/June, Jen Bramer and Jen Brown will be the Practice representatives and will attend the PPG meetings. Unfortunately due to their working days this will require changing the day the PPG meetings take place from a Wednesday. It was felt that a Thursday was the day that suited everyone best. Thursday 21st March
Raising money – Janet raised that it would be nice to do some fundraising for trees in the sensory garden. She also raised the idea of a community event to have a go at a rickshaw style challenge. It was felt that this would need to go through the Parish Council due to the scale of the event however if this would go ahead the Practice and PPG would be happy to support.
Warm hub – Joyce raised that the information regarding the soup kitchen sessions at the Parish Centre is now out of date and occurs on the 2nd, 4th Tuesday of the month between 2-4pm.

Next meeting: Thursday 21st March 2024 2-3pm to create a plan for the Carers Coffee Afternoon