

## **PPG Meeting**

**Thursday 20 June 2024**

### **MINUTES**

**Attendees:** Jenny Jones, Jen Brown, Jo Bagladi, Ron Harris, Joyce Duffin, Gill Millican, Julie Parry, Jen Bramer

**Apologies:** Val, Janet,

#### **MINUTES**

- 1. Digital Exclusion Survey** – Update on questionnaire. Henley have suggested at the SWPE meeting to complete questionnaires at the flu clinic. Could this work for us too? Ron reported this is a project designed by the SWGP Network (Arden). Key is to try and get people to register for the NHS App and try to find out who may struggle accessing this. There is another revised version available which we did not have available at the meeting. PCN will provide clipboards, pens, paper etc. It was felt that anything which raises the awareness of technology and how to work it. It was agreed that a short questionnaire would be easier to complete during the flu clinic. Discussion ensued which then raised the problems that people do have with technology. A poster would be useful to promote this.
- 2. Carers Coffee Afternoon** –Feedback from the event held on 16 May 2024. Not many carers attended but those that did come had plenty of time to talk to the helpers. Seven groups were represented; VASA, Healthwatch Warwickshire, Studley Rose, Carers Trust, Dementia Café, Social Prescribers and the Pam Britton Carer's Group. No patients from other surgeries attended. The Dementia Café suggested they have groups attend at their cafes. £35 was raised from the tombola for the Dementia Café.
- 3. Long waiting lists for some services – Jenny Jones, Social Prescriber** Jenny reported that their role is to signpost patients to various services/groups, eg adult Social Services, counselling, autism etc, unfortunately lots of these have very long waiting lists. They are finding it difficult to find the support services for our patients.
- 4. Promoting PPG on the Jayex screen – what format?** Poster on PPG NHS. We will ask Rukshana whether she would personalise the poster for PMC and email it to us so that we can put this on our Jayex screen.
- 5. Pharmacy Project – Ron** Initiative started by South Warwickshire Patient Experience Group, Clarendon Lodge. They are contacting all their local pharmacies to find out if there are any problems between GPs and Pharmacies. It was agreed to wait and see what happens regarding this. Cont...

- 6. Bridge House championed "best Practice" – Ron** we looked at Bridge House website which looked very similar to ours.
- 7. Staff update** – Rachel started maternity leave at the end of May and we are pleased to announce the safe delivery of Micah on 1 June. Jess has left the reception team, Claire joined the reception team and Lucy joined Michele as a HCA.
- 8. PCN update** – Debbie, Clinical Pharmacist and Raj, First Contact Practitioner leaving, 2 new staff joining us over the Summer with a handover from Raj. Sheetal, Clinical Pharmacist Lead, is leaving in July. Ben Evans has now left and Libby is taking his role.

**AOB** - LD Training raised the difficulty some people have waiting for their appointments. Discussion on how we could help this. Jo suggested colouring sheets or colouring pictures which could then be put on display in the lobby.

Covid vaccines will be done at the same time as flu vaccines from 1 October this year. Joyce, Julie and Gill offered to help.

~~Julie advised that blister packs can now be recycled at Studley Community Library at certain times. Julie will make a little poster for this. Following the meeting, we found out that this is no longer the case.~~

Facebook Studley Matters – negative comments regarding on the day appointments or getting the same GP. Julie asked whether she / Joyce could have a generic response for these type of scenarios. We will raise this with the GPs.

**NB Next meeting:** JMB is on A/L on Thursday 19 September so next meeting date to be changed to Thursday 3 October.