

PPG meeting

30th June 2022 6pm

Attendees:

JS Jackie Smith – Practice Manager
NW Dr Nicole Wilson
LC Laura Chew – Churchdown surgery
PM Pauline Masters
RP Roger Price
NO Noel O`Donnell
NH Naomi Hughes – New PPG member
AW Alan Winwood

Apologies:

AS Alison Scott – Practice Manager
RHC Rachel Hodges-Cox – Social prescribing link worker lead
AH Andy Holness – PPG Lead
SD Sheila Dring

Agenda sent by Andy Holness

NW Introduction / catch up
Welcome to new PPG member Naomi (Uni lecturer in Worcester – patient/lived in Churchdown 3 yrs)

NW - Update from the surgery

3 months have passed quickly, PPG have recently met in smaller groups for brainstorming. We are continuing to tweak the way we run the practice / appointment system – trying to make it as easy and efficient as possible. Heading back as safely as possible to pre covid appointments, quick explanation of new appointment template (mix of face to face and calls) surgery is currently trying to recruit more locum GPs to help with capacity but struggling
We have recently taken on a surgery PCN Paramedic – Andy

PM – Praised surgery for their support during awareness week, table in reception worked really well – thank you Pauline for bringing in some leaflets

November World COPD Day

NW - discussed slides for Green Week end of July

Health champions – Chatty Café every Wednesday – getting busier by the week

Dementia support group going well too

AW – discussed Butterfly Garden – running a successful recycling of cassette tapes

NH – Repair café at church was a success

PM – pushing for recycling of blister packs at local pharmacies

Update from surgery on mask wearing:

NW – explained clinicians still wearing FFP2 – following government guidelines but extremely hard to enforce on the public / patients

RP – asked about posters – NW replied we have them ready as/when needed

NH – agreed similar issued in education trying to enforce mask wearing

Changes on registration process:

LC – surgery still tweaking form – been through with in detail

LC & JS – reluctant to change at this exact moment in time due to capacity of staff / new staff needing training and the reg process being a long time consuming process. Also, volume of new houses causing large amounts of new patients per day

LC – showed PPG process / form on surgery website and explained how long process is

RP – happy to leave on agenda for next time

NH – agreed and explained process as previous experience at BROCKWORTH surgery

PPG kindly offered to help but surgery unable to accept due to GDPR

Update on communication box:

Community collaboration box – working progress

PPG disused to keep it to 1 question – simple and more targeted

First hot topic questions:

PPG disused posters / TV screens in reception

NW – who would like to collate info??

NH – suggested QR code on google forms – sent electronic text/email for younger generation

PPG – what does surgery do well?

Also discussed educating patients about important info regarding medicines

LC – to catch up with in house pharmacist Ziad to gain info on top 10 most common meds for Facebook campaign

AW – praised Health Champions – nice group and brilliant service

Chosen Hill School – working with RHC and the surgery to provide IT services for older generations with sixth form pupils

Patient feedback on new bulletin board:

PPG made aware of where the board is – by front door on left

JS- surgery sourcing wooden board to go by front gates imminent

JS – TV screens in reception back up and running

Health Champions - advertise chatty café and other groups on TV screens

AOB:

PM – asked about progress with extended access

JS & NW – in progress to agree hours for evenings and weekends, surgery is looking at what's needed

LC – our 2022 flu and covid clinic information is about to be announced, please pass around your friends we will be starting end of Sept and will be held at the surgery this year.

NEXT MEETING – 1st Sept 6pm in the Barret suite at the surgery

Thank you all for attending – we feel this was a very productive meeting