

**MINUTES OF WESTBURY GROUP PRACTICE
PATIENT PARTICIPATION GROUP MEETING at WHHC**

Date: 6th June 2023, 6.30 pm

Present: - (SC), (DB), (PB), (PBR), (JP), (MW), (MP), (IH), (MK), (AS), (VS), (PM), (DR), (BY), (BC), (GC)

Present from the Practice: - (MD), (JM), (MJ), (CM), (RW)

Apologies: - (BB), (BF), (AH), (SK), (VM), (DH).

	AGENDA ITEM	ACTION
1.	<p>Welcome: SC welcomed everyone to the meeting. She advised every one of the apologies that were received. She explained that both MD and JM had to leave the meeting early and so she was starting with the Surgery Update and Rachel Walters' presentation would follow. CM would speak about the 2022 Patient Survey Action Plan later in the meeting.</p>	
2.	<p>Surgery Update: MD updated everyone on our current recruitment and that we have been successful in recruiting several clinicians, Dr G - long locum GP, Dr W- salaried GP, IM – Physician Associate, LS – Paramedic, MA -Practice Nurse and a new clinical care co-ordinator who will start in July. We currently have vacancies for receptionists due to recent promotions. He explained we now have 3 clinical pharmacists, who will help with on the day demand, projects work and medication reviews. He expressed that we are almost where we want to be clinically, and with a pretty good mix of clinicians. We are currently not able to reinstate the drop-in blood clinic due to maternity leave and training placement commitments for current staff members.</p> <p>MD informed the group that we are working on communication with patients and have secured a ½ page once a month slot in the White Horse News (WHN). We will also put the information from the WHN on the WGP</p>	

Facebook page and on the WGP website. JM is keen to put it on Twitter too.

MD explained that the flu vaccinations eligibility for 2023 has changed from when Covid hit and it will now revert to the 65 and overs and not those aged 50 and over.

MD explained that we are in the process of making changes in ways to contact the practice. We will be retiring Econsult and bringing in a new online platform called Patches, which is more user friendly. We are also looking at a new telephone system but are currently waiting for funding information as the new contract states that it needs to be cloud based, which ours currently isn't. He advised that we do not have a timescale for this now but there will be benefits to this new system including clinical records will come up automatically if we hold the correct telephone number for patients, thus reducing time and error. Patients will reach a certain point in the telephone queue and at that point they can request a call back. This allows them to put the receiver down and get on with their day but they do not lose their place in the queue. When they reach number one and a receptionist becomes available, they will receive a call back from the surgery.

DR asked if there was a timescale for the phone changes, MD advised we couldn't say now but hopefully in the next 6 months.

DB asked if these changes would help the 8am rush. JM answered and advised that we had made other changes which would help but he feels that it may not resolve as it is human nature to have your day planned meaning people would always continue to call at 8am.

PB asked if the White Horse News article would contain health related information. JM feels it is more for procedural things but we could also have health related information. JM advised all these changes that have been made or we are going to make feel positive.

DB asked if the way to make appointments will change. JM advised that telephone or patches would be the preferred methods but there would still be emails and online messaging.

	<p>DR asked so with the new telephone system could you call at say 6am and request a call back. MJ advised that unfortunately you would not be able to do this as the phone system only triggers the call back request option when you hit a certain point in the queue and would therefore only work when the phone lines are open. PB asked a dental question and asked for figures. MD advised he had tried to find this information, but it just isn't available.</p> <p>SC thanked MD and JM and advised that MD will not be at the September meeting as it is his turn to take a sabbatical which he is taking from late July until late October.</p>	
3.	<p>Presentation on the Transforming the Care of Older People (TCOP) Team by RW (Clinical Lead at WGP)</p> <p>Please see attached presentation and leaflet given out at the meeting. RW went into detail with regards to RESPECT forms which triggered some questions.</p> <p>PB asked if these forms were just for people dealing with the TCOP team. RW advised no it was for anyone. If anyone would like to have a ReSPECT conversation, they should make a telephone appointment with Rachel, Franny or a GP.</p> <p>DB asked if it runs out, RW advised it doesn't and can be updated at any time should someone's situation change.</p>	
4.	<p>Review of the Minutes of the last meeting on the 28th February 2023. SC advised that we had covered most items from the previous meeting like the White Horse news, website updates etc.</p> <p>She advised that, after some discussion, the Sub-Group had decided that the charity to benefit from the closure of the PPG bank account would be Crosspoint. This was decided upon because it is a local charity and it had seen an increase in both users of the service and the counselling service. It has links to other charities within Westbury and it is connected to WGP through the involvement of MB, the Social Prescriber.</p> <p>SC advised that pre-covid minutes for the meetings would be circulated and 2 weeks were given for any amendments. If no amendments were received, they</p>	,

	<p>would then be published on the WGP website and in the Waiting Rooms at WHHC and at Bratton. The group agreed we would go back to this format and should no amendments after 2 weeks be received minutes would be published with initials only.</p> <p>SC signed a copy of the Minutes of the last meeting as a true reflection and gave to MJ.</p>	
5.	<p>2022 Patient Survey Action Plan. CM ran through the action plan and related any of the previously discussed changes to the plan, like using social media to engage the younger generation, changing Econsult to Patches as it is more user friendly and less time consuming, changing the telephone provider to give a better service. A formal Action Plan will be drawn up in due course.</p>	
6.	<p>Date of next meeting: Tuesday 5th September at 6.30pm at WHHC.</p>	