

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

Date: 5th September 2023, 6.30 pm

Present: - (SC), (DB), (PB), (PBr), (JP), (MW), (IH), (PM), (BY), (BC), (GC), (CR)

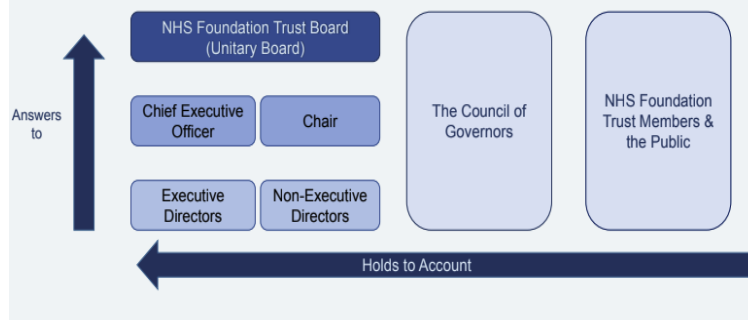
t from the Practice: - (JB), (RE), (CM)

Apologies: - (MD), (MJ), (DR), (BB), (BF), (AH), (SK), (MK), (VM), (DH), (MP), (TS), (VS).

	AGENDA ITEM	ACTION
1.	<p>Welcome:</p> <p>SC welcomed everyone to the meeting. She introduced JB, one of the General Managers at WGP running the Practice whilst MD is on his Sabbatical. She explained that MJ is on holiday and that the meeting would be recorded aurally for her to type up the Minutes on her return. She asked that members raised their hand before asking a question so that the questioner could be identified. SC advised every one of the apologies that were received. She explained that most of these were due to illness or holiday.</p>	
2.	<p>Presentation on “The Role of the Governor at Royal United Hospital” by (DB) (Vice Chair PPG)</p> <p>In summary, DB is a public governor for South Wiltshire, as voted in by the RUH membership in November 2022. The role of the public Governor is primarily to hold to account the Non-Executive Directors (NED’s) of the RUH board. The NED’s in turn hold the RUH board to account.</p> <p>To help understand how this works, it feels helpful to explain how the NHS in our part of the world works.</p> <ul style="list-style-type: none"> ● Royal United Hospitals comprises the hospitals of <ul style="list-style-type: none"> ○ RUH at Combe Park Bath ○ Royal National Hospital for Rheumatic Diseases ○ Sulis Hospitals Bath ● NHS Ecosystem <ul style="list-style-type: none"> ○ Primary Care (eg Westbury Group Practice) ○ Secondary Care (eg RUH) ○ Tertiary Care (eg specialist care) 	

- Community Care (eg Wiltshire Health & Care)
- All above link to each other to create the Health ecosystem in the UK
- RUH is part of the Bath & North East Somerset, Swindon & Wiltshire (BSW) integrated care board (ICB)
- Council of Governors at RUH are comprised of
 - Public Governors – who are elected by RUH Members
 - RUH Members are any members of the public who join the RUH membership programme
<https://www.ruh.nhs.uk/membership/>
 - There are 5 regions who each have 1 or 2 public Governors
 - Mendip
 - North East Somerset
 - Rest of England & Wales (west of Bristol)
 - City of Bath
 - North Wiltshire
 - South Wiltshire – Di Benham is one of the Governors, the 2nd Governor is to be elected
 - Staff Governors – who are elected by RUH staff
 - Stakeholder Governors – who are selected by the relevant Stakeholders
 - Stakeholders include
 - Wiltshire Council,
 - BaNES Council,
 - University of West of England (UWE)
 - BSW
- How does Accountability work

Foundation Trust Accountability Model



- As a Public Governor we
 - Represents the views of the members
 - Helps to shape the way the RUH's services are delivered
 - Helps to keep people updated beyond the information on the RUH website
 - Grows the relationship between the RUH and the community membership (eg of South Wiltshire)
- Activities as Governors include
 - Participating in assessments at the RUH (eg ward accreditations, patient led assessments of the care environment (PLACE))
 - Attending council of Governor meetings (x 4 / year)
 - Observing Public Board meetings
 - Attending one or more of the working groups (including Quality, Strategic, People, Membership)
 - Observing RUH Committee meetings (Quality, Strategic, Audit & Risk)
- Opportunities for involvement by the public
 - Become a member & vote for your local Governor
 - Become a Governor yourself
 - Attend the RUH AGM's (next one is 20th September)
 - Observe Health & Wellbeing Public Board meetings
 - BaNES – 26th September
 - Wiltshire – 28th September

	<p>Questions: PM asked how long is a term for and can you be re-elected? The term is for 3 years and yes you can be re-elected if you put yourself forward. PB asked as one of your jobs is to hold hospitals to account, are governors able to attend internal meetings? Yes, we can attend most, obviously there will be a few that we cannot but the hospital has been open during my time as governor.</p>	
<p>3.</p>	<p>Review of the Minutes of the last Full Group Meeting held on Tuesday, 6th. June 2023 and matters arising.</p> <p>SC stated that no amendments to the Minutes had been received by herself or MJ and therefore she signed them as a true record of the meeting.</p> <p>SC said that most matters arising would be covered by JB in her Surgery Update. However, she highlighted the two articles published thus far in the White Horse News (WHN) on developments at WGP. These were highly praised by members and CM was thanked for his work in writing them. For a long while, members have been suggesting that WGP should make more use of the WHN for keeping patients up to date and these were seen as a welcome move towards this. SC stated that CM has written the Action Plan for the WGP Patient Survey 2022. Four actions were detailed and most have been achieved or are near to achievement. Copies were available to members at the end of the meeting if required.</p>	
<p>4.</p>	<p>Surgery Update: -</p> <p>Staff update: - New starters –</p> <p>Claire Hill – Reception</p> <p>Claire Harris – Reception</p> <p>Marie Shuttleworth - Admin</p> <p>Dr Su Ann Woo - GP</p> <p>Dr Shehla Begum (remote GP)</p> <p>Kirstin Palmer – Practice Nurse</p> <p>Rachel Saunders – Clinical Care Co-ordinator</p> <p>Molly Feltham – Living well nurse</p> <p>Leavers –</p> <p>Esther MacKillican</p> <p>Scott Clark</p> <p>Dr Katy Baker (remote gp)</p> <p>Mel Minty – reception</p> <p>Molly Smith – reception</p>	

Bash Mehmood - leaving end of September

Vacancies: -

Receptionists – interviews took place last week

Diabetes nurse

Physician associate

Training – we hope that Kirstin and Marilyn will start their diabetes diploma in not too distant future.

Aaron and Angie completed first year of training as trainee nurse associate and trainee nurse.

Flu/COVID

Drop-in clinic for flu vaccines on 23rd September 8.45am – 1pm.

JB explained that she had tried to book the Jubilee Hall at Bratton for a 'Flu Clinic at the beginning of October but had been unsuccessful in this as the person she had contacted had not replied. PBr asked who she had tried to contact and then said that he would see what he could do as a 'Flu Clinic at Bratton would be very well-received.

Appts will be available to book, both by phone and online COVID vaccines – practice has signed up to give to our care homes and housebound patients. We are starting this w/c 18th September.

Float

The new GP float system is going well. GP in reception am and pm. In addition to this we now have a float pharmacist in reception from 3.30pm.

Updating our website. Currently there is a pilot of a website template designed for general practice in the southwest which will be completed in October. We have suggested to the ICB we would be interested in looking at this with the possibility of adopting this new website.

Patches – Craig is attending a meeting tomorrow and appears to be moving forward.

Phones – we have had confirmation we are on the list! The ICB is currently working with practices who still have analogue systems. Once these are completed, we are on the next list. We haven't been given a timescale for this.

Shingles vaccine

	<p>From 1st September changes to the shingles vaccine programme. More people will be eligible. Current vaccine is being phased out. New vaccine will need 2 doses.,</p>	
5.	<p>Thank-you from Jenny Propert JP wished to thank all the staff at WGP for the care and support the family had received with her mother prior to her recent death at 100 years old. In particular, Dr. IS who had visited on a number of occasions.</p>	
6.	<p>A.O.B. MW -There is an article in the Warminster Journal regarding Kingdown School and how they are planning for when all the new houses are being built, there is a parallel between a secondary school and a GP surgery seeing an increase of 3-4000 patients. What extent can the management already be making provisions for that increased number? Should we be lobbying for our surgery to be thinking in advance to accommodate the extra patients? CR asked who would pay for these provisions? CM explained that the funding is based on the patients at the surgery not on potential patients or what patient numbers may be. RE advised that we can lobby for funding through the NHS but agreed with CM that the funding currently works with the money following the patient, so until the patient is on the surgery list there is no funding for them. There was a lot of discussion on how we take this forward, and that people should write to the councillors, invite them to the next meeting. SC said probably not the next meeting but perhaps the one after that. She said that it was certainly something for the group to think about. MW asked if we should have a Friends of Westbury Group Practice group? SC sees this group as a fundraising group and doesn't come under the PPG umbrella. However, she asked if RE and JB saw a place for establishing another group of different people for this. However, they did not think there was a need for this at the moment. PB 23% of the children in year 6 leaving to go to secondary school are obese, what is the percentage for Westbury? SC advised that she had investigated this, and the surgery do not collect this data, it is collected by Public Health at Wiltshire</p>	

7.	<p>Council but the information on their website was not up to date. PB then asked what the surgery is doing about it, are there any obesity type clinics especially for children? RE responded saying it is very difficult as, at the moment, we pretty much have no outside service</p> <p>Date of next Meeting: Tuesday, 5th. December 2023 at WHHC at 6.30p.m.</p>	
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