

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

Date: 5<sup>th</sup> December 2023 at 6.30 pm

**Present:** - (SC), (DB), (PBr), (JP), (MW), (IH), (BY), (SK), (MK), (MP).

**Present from the Practice:** - (MD), (MJ), (CM).

**Apologies:** - (DR), (BB), (BF), (AH), (VM), (CR) (DH), (TS), (VS), (PM), (BC), (GC).

	<b>AGENDA ITEM</b>	<b>ACTION</b>
1.	<p><b>Welcome:</b> SC welcomed everyone to the meeting. She started with the sad news that PB passed away last week, he was an active member of the PPG and had served for a long time. He will be very much missed.</p>	
2.	<p><b>Presentation on the role of Social Prescriber</b> MC the Social prescriber at the surgery gave a brief overview of the role of social prescriber. She advised that it is still a new role which is being developed to improve the health and wellbeing of patients that don't have a medical need. MC and the patients work together to plan to support the patient's needs, they set goals to help the patient get to where they want to be. The support MC can offer covers a wide variety, she will signpost to outside agencies who can offer support with low level mental health, financial issues, housing, weight loss, stopping smoking and more. Patients can self-refer to the social prescribing service, but referrals can also come from GP's, social workers, hospitals etc. MC then asked for any questions. IH asked what is the trigger for a GP to refer. MC advised that the GP would explore medically but if the need is not medical then they would refer to her. MW asked if she works with Citizen's Advice. Yes, we work alongside a lot of different services including Citizen's Advice. DB asked how is it funded and monitored? MD advised that the role is part of the additional roles reimbursement scheme (ARRS).</p>	

	<p>MP asked what's your background? Maria explained that she used to be a support worker before working in reception at the practice. She has done a lot of mental health courses for the role as well as any social prescribing training that is available.</p>	
<p>3.</p>	<p><b>Review of the Minutes of the last Full Group Meeting held on Tuesday 5<sup>th</sup> September 2023 and matters arising.</b></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. SC thanked PBr for getting the contact information for Bratton Hall which allowed us to hold a 'Flu Clinic. She also thanked all the members that volunteered at the 'Flu Clinics.</p> <p>SC read out an email from GC and BC that answered the question on the Minutes of the meeting held on the 5<sup>th</sup> September re- Item 6 of AOB:</p> <p>In Item 6 AOB. With so many new housing developments planned for Westbury and Warminster we discussed how the Surgery could best prepare itself for all the extra influx of patients. It appears the Surgery only receives funding for patients who are registered, which understandably makes forward planning difficult.</p> <p>We did discuss writing to councillors and asking them to lobby for funding from developers, which I didn't do, but it appears the developers already put funding aside for healthcare. The reason we know this is because Wiltshire Council (WC) have recently been promoting the 'Wiltshire Plan 2023'. For those who aren't aware of it, it is the WC master plan for the future development of the County.</p> <p>WC have broken down the Plan into areas. So, we now know that in addition to all the housing developments that are currently in the pipeline for Westbury, there are two more areas which are designated for development. These are Mane Way and Bratton Road, an additional 480 homes.</p>	

	<p>It clearly states on the Plan there will be, 'Funding contributions towards healthcare, early years, and education places. So, we asked the WC planning representative where the healthcare money is deposited, and they were quite certain that it is paid directly to the NHS Trust. My understanding is that for every large housing development in Westbury and Warminster a sum of money will have been paid to the NHS Trust for healthcare.</p> <p>So, how does the NHS Trust spend this money and how can the Surgery bid for their share?</p> <p>MD answered that he was aware they could apply for estate applications, but these are Wiltshire wide and for extensions and refurbishments. We are quite fortunate with our premises and would therefore be at the bottom of the pile. DB asked if the money could be used for staffing? MD advised that it couldn't.</p>	
4.	<p><b>Proposed dates for Full Group PPG Meetings in 2024:</b>  Tuesday, 27<sup>th</sup>. February 2024 – AGM  Tuesday, 4<sup>th</sup>. June 2024  Tuesday, 3<sup>rd</sup>. September 2024  Tuesday, 3<sup>rd</sup>. December 2024</p> <p>These were accepted.</p>	
5.	<p><b>Surgery Update: -</b>  <b>Staff update: -</b>  MD informed that there have not been many staff changes in the last quarter, we have recruited 3 new receptionists, one of which is Jack that will also do IT. In January we have a new nurse and a new nursing associate. Dr Begum, a remote GP, and Bashir, a physician associate, have left the practice.</p> <p><b>Online consultations: -</b> In the New Year we will be changing our online consultation platform from econsult to patches but there is another online platform on the horizon which integrates into our clinical system, this will not be available until the end of January but it is being looked into.</p> <p><b>Phones: -</b> We have chosen a supplier and hopefully we will be successful with the funding so we can move to a system that is more patient friendly and integrates into the clinical</p>	

	<p>system. It will hopefully be early next year as they have said 10 weeks from approval.</p> <p><b>POD:-</b> There are rumours that the POD may be closing but we are waiting for the decision. This potential closure will mean all prescription requests will be dealt with by us again.</p> <p><b>Questions:</b> MK asked what is the lead time if the POD closes? MD advised that he has heard it will be a month. PBr asked, 10 weeks for the phones, that's end of Feb is that do-able? MD informed that we have done all we can and are just awaiting the final go ahead, which they have said will be 10 weeks from then. IH asked who pays for the phone system and will it cost more? MD we pay, hopefully as there is less hardware it will be less than current costs. DB asked will patches be easier to use than econsult and will it be 24/7 MD/CM – we think it is more patient friendly and easier to use. Currently unsure of the hours that it will be unavailable as staff still need to process them. DB asked have we considered a first contact physio? MD We used to have one but found that we were doing a lot of secondary care work. Dr JM has an interest in MSK. So, we have tried it, but it didn't really work for us. MP asked what his feelings on Labour were saying that NHS should offer evening and weekend appointments. MD advised that he thinks it's a great idea for patients but not sure how it would be staffed.</p>	
6.	<p><b>Suggestions for presentations at Full Group Meetings in 2024:-</b> SC asked for suggestions for presentations for next year's Full Group Meetings, the suggestions were: Public Health Wiltshire – MW Community services – Subgroup Maternity services – Subgroup Integrated Care Board - how it is progressing – Subgroup</p>	

	<p>South Western Ambulance Service – Subgroup Role of Physician Associate - SC</p>	
<p>7.</p>	<p><b>A.O.B.</b> SC &amp; DB met with CM in regard to doing a Patient Survey for 2023 and it was decided that we would only learn that patients have difficulty getting appointments and that getting through via phone is difficult. We have therefore decided to postpone this until the summer of 2024 when hopefully the new phone system and new online consultation systems have both been implemented and we can see if these have had a positive impact. Thus, there will not be a Patient Survey for 2023.</p> <p>SC read out an email from DR who was unable to attend the meeting as he wanted her to pass on four comments and thanks from his recent personal experiences:</p> <ul style="list-style-type: none"> <li>a. The articles in the White Horse News have been excellent and provided an invaluable insight into the service being offered and delivered by our Primary Care facility.</li> <li>b. The ‘Flu and Covid jab service has been excellent - especially the “local” service at Bratton.</li> <li>c. A family member went from detection of an ophthalmic issue to corrective surgery (at the White Horse Surgery) in exactly one month. Very impressive (and appreciated) by anyone’s standards.</li> <li>d. The complimentary Travel vaccination service is greatly appreciated and is provided locally with great efficiency and without the travel and financial costs that would be incurred with a commercial company.</li> </ul> <p><b>Date of next Meeting:</b> AGM on Tuesday 27<sup>th</sup> February at WHHC at 6.30p.m.</p>	