

Horndean Surgery

Patent Participation Group Committee Meeting

Minutes of Meeting held at Horndean Surgery 11.11.2024

Members Present: TB (chair), AM (deputy chair), JF (secretary), PK, SL, HS, JT, JAW.

Practice Partners Present: Dr ZH, JS.

Apologies: AS, Dr CM, TH.

Item:		Action:
1	<p>The previous meeting minutes were agreed with no amendments requested.</p> <p>Update on actions from the previous meeting:</p> <ul style="list-style-type: none">● Add FB/Website link for patients to self-refer to physiotherapy:<ul style="list-style-type: none">○ JS confirmed the text has been changed on the link to reflect this is a self-referral for services and this can be found on the Surgery Website in the “Services” section.● Anonymised minutes to be added to the HS website:<ul style="list-style-type: none">○ JS confirmed all the previous meeting notes are now on the website and can be found in the PPG section which is at the base of the website.● Contact CR regarding NHS App awareness sessions:<ul style="list-style-type: none">○ JS said this will be discussed later in the meeting.● Staff Name Badges:<ul style="list-style-type: none">○ JS confirmed this is work in progress.● Making the most of your GP Appt campaign:<ul style="list-style-type: none">○ Moved to a new agenda item.● Recruitment of new PPG members:<ul style="list-style-type: none">○ TB confirmed there were 5 applications received, one applicant withdrew soon after applying and a further withdrawal was received today due to increased commitments elsewhere. The group welcomed Helen, JT & JAW to the meeting. <p>No AOB items recorded.</p>	

<p>2</p>	<p>Update from the Practice:</p> <p>JS confirmed that following another successful recruitment campaign two new staff members will be joining the Surgery. A new receptionist will be working 2 days a week which has allowed the practice to increase its admin hours along with a new practice nurse (Gabby) starting this Thursday who will also increase the nursing hours available in the Practice.</p> <p>The flu/covid clinics have been very well attended and JS thanked the PPG members who helped out on the day, she also reported that the flu/covid clinics will continue throughout November to maximise take-up along with the RSV roll-out to help to reduce illness in the over 70's age-group and those vulnerable due to chronic health conditions. The aim is to help to minimise illness in these groups during the NHS winter pressure.</p> <p>ZH also reported that additional GP appointments will be made available for "on the day" appointments from now until the end of March to aim to mitigate the pressure during the winter months.</p> <p>JS reported that the NHS GP Patient Survey has been completed and 274 of the 6,800 patients registered at the Practice were randomly selected to complete the survey with 120 returned giving a response rate of 44%. Horndean Surgery was identified as one of the top 21 GP Practices in Hampshire ranking 13th but as this inevitably invites an increase in requests to register with the Practice this needs to be carefully managed to protect service delivery with the resources and funding available for the ever-increasing patient base.</p> <p>JS and ZH explained the weighting criteria for the ranking of the Practices and explained how this can be easily manipulated due to external pressures and influences such as the number of places where services can be accessed to Practices which operate out of more than one venue so in some categories the Practice would have been ranked much higher if a more consistent weighting was applied.</p> <p>JS said she was also encouraged to see that 69% of patients who completed the survey liked using the NHS App when the national average is only 43%. SL mentioned that many people who attended the recent flu clinics had used the App to book.</p>	
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<p>3</p>	<p>Actions from the PPG Sub-group meeting:</p> <p>How to make the most of your GP appointment: PK has completed a draft poster which contains information from other NHS Sources and GP Practices which includes:</p> <ul style="list-style-type: none"> • know what you want to say, • be clear and ask questions, • take a friend/family member, • clearly describe your symptoms and type of pain (dull, stabbing), note it down and include frequency, any family history, any medication or remedies you have tried, • be sure you understand the next steps and if not ask for clarity and • ask who you can contact if you think of questions later. <p>ZH said this was excellent and he and CM had discussed this topic and had developed a list which included:</p> <ul style="list-style-type: none"> • to be guided by the reception team if they suggest a GP appointment was not necessarily the best for the patient but recommended seeing a different health professional, • pick the right appointment – do not take an urgent on the day appointment for a routine or long-term condition, • be prepared – for a telephone consultation keep your ‘phone close, • be aware of time – keep it brief and focused • stick to one problem • be aware of the admin involved, for example if a referral is required to another health professional or specialist. <p>TB suggested that perhaps the workstream needs to be split into 2 with advice on how to get the right appointment followed by how to make the most of the appointment once booked.</p> <p>PK asked if she could be sent the list, ZH said he would arrange for this to be actioned.</p> <p>EOL Care</p> <p>AM introduced the topic, it was agreed that due to the Assisted Dying Bill perhaps now was not a good time to start this campaign, to be scheduled instead to correspond with the Dying Matters week held in May and to rebrand the topic to “Living Well with “xxxxx””.</p> <p>Newsletter</p> <p>The group agreed on a bi-annual schedule Spring and Autumn. Suggested topics for the Spring edition is sun/skin awareness, travel vaccinations etc and for the Autumn edition covid/flu/rsv vaccinations, keeping well in the cold weather etc.</p>	<p>ZH</p>
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4	<p>Process for Practice patients to be able to contact the PPG:</p> <p>TB asked if the PPG email could be setup JS said this could now be completed but should be limited to one person plus an admin support role, TB asked if he could be set up as the named contact with JF as the admin support. JS will arrange this for us.</p> <p>JS also shared concerns that patients may bypass the Surgery process for handling complaints which should always be sent to JS or may share personal health information so this must be carefully managed. To be continuously monitored.</p> <p>PK again raised the issue of the PPG area still hasn't been set up in the waiting area with a suggestion box for patients to use to contact the PPG. JS said she thought this work was underway as part of the noticeboard work PK was completing with Wendy. PK to contact Wendy to start to create the PPG area in the waiting room. The suggestion box idea will be discussed at the next PPG sub-group meeting.</p>	<p>JS</p> <p>TB/JS</p> <p>PK/W</p>
5	<p>AOB:</p> <p>A few of the group asked if it was possible for evening/weekend workshops could be delivered on specific topics such as diabetes and diet control, asthma, hypertension etc. It was agreed this was a good idea and will be discussed further.</p>	<p>All</p>
7	<p>Date & Time of Next PPG Meeting: Monday 10th February 2025 @ Horndean Surgery, 17:50 for prompt 18:00 start.</p>	