

Minutes of Almondsbury PPG meeting held on 4.7.23 at 5.30pm

Attendees:

Practice staff: P.Miles, A. Mintram, J. Lockey (from 6pm),

Members: J.Adams, T Andrews, D.Davies, H.Dimambro, R. Evans, M.Farmer, S.Hewson, P.Hinton, M.McNally, D and P (Pat) Rayfield, H. Sanday, N. Tilton (Chair), P. Vicary, A. White.

Apologies from: J. Davies, L. Roberts, R. Spence, E. Vicary, F.Phipps, J. Thomas

Guest speaker: Megan Stanley, Project Engagement Officer, South Glos. Healthwatch.

1. Notes from the PPG meeting held on 8.3.23 were signed off as an accurate record of the meeting.

2. **Megan Stanley** spoke of her role as data-gatherer on health matters, feeding back to the local South Glos Healthwatch board, the wider Bristol and Bath group and to a national data base. The NHS has a statutory obligation to listen to people's views and Megan's charitable status Healthwatch fulfills this role.

Megan gathers views on all matters pertaining to health, and her work has included experiences around hospital discharge, drawing up a checklist to be used by carers of those with physical and learning disabilities before visiting their GP.

She sets up regular engagement opportunities through libraries, lunch clubs, food banks etc. and liaises with GP surgeries, dentists, pharmacies, hospital transport organisers etc.

She is keen to hear our PPG views and establish how she can support us.

Answering how her work is moved to action, Megan explained that there is a three-month rolling review, with a Priority Action panel deciding actions and their priority. This is a volunteer group and any interest in joining the panel is welcomed. There is an annual review.

The work of Healthwatch, current and past priorities and their actions can be found at: WWW.healthwatch.southglos.co.uk This website also allows for views to be left.

Andy Mintram disclosed that he is a board member for Healthwatch Wilts. but was not representing it at this meeting.

3. Andy and Paula spoke more fully on the **Update of the Practice** paper, sent in advance of the meeting to PPG members.

Both answered questions and listened to concerns of the PPG, who represent the wider views of patients. Real concern is felt by many over the difficulties in contacting the surgery. They reported :

The current telephony system is not working effectively and the Practice is very aware of the frustrations felt by patients when attempting to contact the surgery.

The new contract for telephone services is still being arranged.

The Anima triage system is set to be introduced on Aug 16th, and will be the primary access for patients. Behind the launch date is a great deal of process-mapping with extensive staff training and the Practice decided to delay the launch of the new system until August to facilitate these.

The Practice will be closed for a training day on July 13th, complimenting ongoing staff training.

The aim of adopting Anima is to reduce clinical risk, maintain continuity for GPs and generally improve the service for all.

The new system will prioritise each call according to clinical need, and new technologies will be introduced gradually to facilitate online bookings.

The Anima telephone system will triage calls all day, not just first thing in the morning. There will be a balance of acute and routine appointments.

The PPG were keen to have the Practice recognise that communication of the coming new service is vital to manage people's dissatisfaction and frustrations.

A succinct explanation of the improvements being made and the way forward is urgently needed. Andy agreed that he would prepare some comms and pass to Paula for distribution to the PPG members involved in the distribution. See Action Plan.

PPG members suggested the Practice arrange hands-on demonstrations for making online appointments eg. at flu clinic, once Anima is introduced.

The Practice Brochure will be updated in due course when the new Anima system is up and running with online access also.

Almondsbury Surgery currently has a full compliment of both admin and medical staff.

4. The Terms of Reference for the PPG has received some further updates and the 2nd version was considered.

With Hanham Health having a smaller complement of PPG members and difficulties around meeting, Helen suggested we take the lead on finalising the Terms of Reference and Andy thought Hanham PPG would welcome this offer.

The meeting discussed whether there should be a limit on the numbers of membership of Almondsbury PPG, citing the difficulty around fixing a quorum for meetings if the numbers were unlimited. The Practice invites new patients to join the PPG when they register. It was suggested that this become an expression of interest.

Paula and Andy felt that there should continue to be an open membership, and given that the PPG rarely needs to hold formal votes the issue around quorum numbers was irrelevant. Final decisions on services and delivery rest with the Practice.

Sue Hewson moved that the Terms around numbers should remain the same until they became a problem, when they could be revisited and amended as needed.

The frequency of meetings was agreed to be quarterly.

Nina raised the annual election of officers for the PPG and suggested that nominations, voting and/or ratifications for Chair, Deputy Chair and Secretary could be handled by email to the group.

It was suggested that a communications sub-group was formed to facilitate discussions and ideas about ongoing engagement with the wider patient population. This will be discussed at the next meeting.

5. An Action Plan pro forma was offered to the group as a way of facilitating it's aims as described in the Terms of Reference document. The use of this was adopted by the group.

6. AOB.

Maria raised the issue of there being no obvious space for patients to speak in private to staff. She cited an example of her being privy to sensitive information shared by a patient in Reception that might have been better given in private.

Andy reported that while there is a squeeze on rooms and available space in the surgery he will try and facilitate a menu of options to be drawn up to give an individual privacy.

Nina will send out a strawpoll around the date for the next meeting, attempting to capture those who missed this meeting because of work. She will use the week commencing Oct 23rd 2023.

The meeting closed at 7.15pm