

PPG MEETING – TUESDAY 1ST NOVEMBER 2022

PRESENT: PPG Members - MW, JG, SB, JW, AW & MC
Practice Representatives – AC, AT & LB

Welcome & Introduction

AT welcomed everyone to the meeting and introductions around the room were made.

Staff Updates

AT updated the group with current GP and team staffing.

As mentioned previously Dr Smith has retired from the partnership but continues to support the practice regularly with locum sessions. Dr Lane is retiring at the end of the year, but we hope we will still see her regularly as we do with Dr Smith.

The practice currently runs with 4 GP Partners, supported by 2 salaried doctors, 2 Advanced Nurse Practitioners and regular locum doctors. The practice continues to train and support registrars.

Practice now has a Clinical Pharmacist (3 days a week) and Pharmacy Technician (2 days a week) based in the practice. The Pharmacy Team help undertake medication reviews, medication reauthorisation, prescribing changes, B12 monitoring, statin initiation and medication queries to allow GPs more time to spend on clinical care of patients. These 2 positions are funded by the local Primary Care Network (PCN).

Practice has successfully recruited 3 qualified dispensers Jane, Lynda & Sharon and also recently welcomed a new Practice Nurse, Heidi and a new Health Care Assistant, Georgia. The vacancies arisen within the practice were primarily due to retirement and members of the team relocating.

Unintentionally the Finance Administrator and Organisational Manager have ended up swapping job roles. Nikki, the previous Organisational Manager was looking to take a step back just as Louise was looking to take on a new challenge.

The practice is currently in the process of recruiting for a Care Coordinator, this is a new role to practices and is funded by the local PCN. It is hoped that this position will compliment current processes within the practice to help coordinate care for long-term conditions and some of our more vulnerable patients and help practice achieve patient care targets.

Questions Raised

A member of the PPG queried practice management of Old People's Care Homes, practice currently do not manage any Old People's Care Homes, but we do manage several local Learning Disability Homes ensuring full annual health checks and seasonal vaccinations are undertaken usually as a home visit to cause minimal distress to patients and currently weekly calls to the homes to ensure full support is given.

A query was raised as to whether Practice had considered offering medication to be posted out to patients who find it difficult to come to surgery to collect; Royal Mail offer this service in conjunction with Pharmacy2U. It was agreed that this type of service would be arranged via a Pharmacy and not associated with any NHS setting.

Practice currently offers a medication delivery service to our most vulnerable and housebound patients.

Dossett Boxes - local chemist Boots have limited the number of Dossett boxes they manage, Cinderford Pharmacy are still offering this service. The practice continues to support and offer Dossett boxes where appropriate and deemed in best interest to the patient.

A query was raised with regards to district nurses, practice confirmed that there are a number of district nurses allocated to the Forest area, and patients are referred to them directly via their hub currently based in the old Health Centre. The district nurses are employed and managed by Glos Care Services at no cost to the practice. It is recognised that communication between agencies can be improved but the practice takes every opportunity to meet with all multi-agencies to ensure optimum care is given to our patients.

Covid & Flu Vaccinations

Practice has completed 3 weekend clinics and 1 weekday clinic to help deliver the seasonal vaccination programme. Practices are having to absorb the additional work of delivering the autumn booster covid vaccinations on top of the annual flu. The practice to date has administered 2331 flu vaccinations and 2274 covid vaccinations with a further 3 evening clinics throughout November organised giving patients every opportunity to attend for their vaccinations.

The first 2 weekend clinics were a learning curve and improvements were made following each clinic to improve patient experience, the final weekend clinic ran much smoother, and patients were not waiting to be seen as in previous clinics. Concerns were noted around safety where patients were queueing in the car park, and it was noted that some of the elderly patients were unable to stand with seating inside limited. The practice was lucky enough to get assistance from members of the vaccination hub to help run the weekend clinics.

The PPG members gave their thanks and appreciation to all the staff involved in the clinics and confirmed they would be happy to be involved in future clinics next year.

CQC Inspection

The practice was CQC inspected during June 2022, this was triggered due to changes of premises, GP partner and Practice Manager. The last inspection was carried out in 2019. The practice received a "Good" accreditation over all areas inspected, a copy of the full report can be viewed through the practice website.

<https://www.cqc.org.uk/location/1-9335446901>

Friends & Family Survey

Friends and Family survey was reinstated during July 2022, the practice submits monthly returns on responses received and looks at all comments given to improve where we can.

The practice has received over 416 responses so far with 364 (87.5%) rating their experience with the practice as good or very good, it is noted that some of the feedback received during this period related to the flu clinics where we learnt improvements had to be made and were.

NHS GP Patient Survey

Carried out by Ipsos on behalf of NHS England, an independent survey was sent out to a number of our patients to rate their recent experiences with the practice, 325 surveys were sent with a 38% response rate. The published results gave practice data and also comparisons to both national and local statistics, it was pleasing to see that the practice was statistically higher than all national averages and higher in all but one locally.

<https://www.gp-patient.co.uk/patientexperiences?practicecode=L84028>

In-house Patient Surveys

We requested PPG members to consider what in-house patient surveys we could run next year, previously the practice had undertaken a "Safe" survey asking patients how safe they felt with the premises, staff and care received from across all areas of the practice, this was found to be very useful, and practice will undertake this again to look at responses and compare to previous survey results. Members to share any ideas with Louise.

A suggestion made was to consider providing an information sheet to all new parents; this information to possibly include details of where medical help can be obtained in and out of hours etc. This is something the practice would like to consider – **action** Louise to investigate further; if deemed useful the leaflet could be given to all new parents during their postnatal appointment.

Concerns were noted that Out of Hours (OOHs) service has been reduced throughout the forest and that GPs covering this service are often roaming and not based within the local hospitals. Patients are often referred/directed to Gloucester to be seen during OOHs.

Social Prescribing: practice is a high user of this service, all staff can and do refer patients and practice also proactively offers referral to some groups of patients identified that would benefit from the support offered – **action** Andrea to contact Social Prescribing to understand all the services they can signpost patients to. It is noted that the practice also utilises the Children's Wellbeing Service too; GPs are unable to provide Foodbank vouchers.

Communication

Practice is always looking at ways to improve communications to patients, more communication now goes out by text and email; Med3 certificates (sick notes) are also now being sent via text with a link to the certificate this avoids the patient having to call into surgery to collect and reduce the amount of paper being generated.

It is recognised that Cinderford has a high number of elderly patients and is an area of high deprivation and so of course how we communicate with our patients will be delivered in a way that is most appropriate to them.

It was mentioned that some patients will naturally become anxious when receiving any communication from their GP Surgery, a clear explanation to always be given and reassurance that the request is not urgent and a routine matter to offer reassurance.

Dr Lane Retirement

As previously mentioned, Dr Lane is retiring from partnership at the end of this year, but we very much anticipate that Dr Lane will still be around helping by covering locum sessions. Practice advertised the vacancy and whilst no immediate interest was found for the practice sessions there was interest in GPs covering and managing the Dilke, releasing Dr Coombes back into practice. From January Dr Coombes and Dr Kulkarni will both be working an additional 2 sessions each week within the practice and our Advanced Nurse Practitioner (ANP) Victoria will also work an additional 2 sessions.

Dr Lane's patients will be reallocated, and the patients contacted - this will be monitored over the next 12 months.

Practice list size is currently just over 8000 patients.

Ruardean Surgery

Practice has recently secured funds to help improve certain areas of the Ruardean branch surgery; CCTV and a new reception hatch have now been installed.

Partners will continue to ensure Ruardean is well maintained.

Anxiety & Depression Management

A member of the PPG, Martyn, kindly shared their recent experience of suffering with a sudden diagnosis of anxiety and depression and whilst they found that medication and the CBT they attended helped a little it was felt to be not particularly beneficial to them. One important area the CBT highlighted was they were not alone in how they were feeling, and it is important this is recognised. Martyn found that meditation helped him greatly and advised there are several useful YouTube videos available, noting that he found Gelong Thubten particularly helpful. Whilst it is recognised that for some taking medication may be needed but he for others meditation would also be of great benefit, Martyn queried what else the GPs offered patients. Dr Coombes confirmed that where appropriate a referral to Social Prescribing, now known as Community Wellbeing Service, would be offered, who in turn can signpost to local groups and support teams.

Wellbeing is important for everyone; the practice have recently appointed a Wellbeing Champion and team that will meet regularly to look at ways to improve health and wellbeing within the practice. Funds have been given to the practice to purchase a Wellbeing App for all staff to use and the App will be made available to staff sometime during November.

Next meeting agenda suggestions

Suggestions for next meeting agenda would be welcomed by LB, a PPG member would like details on how practice is dealing with cultural changes including management of helping refugees.

Online registration facility will be launched by the practice soon, further details will be shared at the next meeting.

It is anticipated group meetings will take place a maximum of 3 times per year moving forward; the next meeting will be scheduled for March 2023 and it was agreed that a Tuesday evening is still suitable; LB will circulate a date towards the end of January.

It may be that the practice will look to grow group member numbers, although the practice remains very grateful for the support received from current members.