

Summary Sixways Patient Participation Group Meeting

Wed 5th July 2017

Attendees:

Mrs Nicola Wright Practice Manager

Dr David Evans

4 Patient representatives

Apologies:

Introductions by all present	
Staffing update	<ul style="list-style-type: none">• We discussed changes to staffing, mainly within our nursing team including:• New ANP has settled well into role and is proving popular with the patients.• Still some resistance to see an ANP instead of a GP so we discussed patient education. There was a suggestion that a handover from GP to ANP might help build relationships and ease pressure on GP's from frequent attenders• We discussed adding some information onto the TV screen, and also in our telephone message• Possibly also an option for a meet and greet during the Flu clinic Saturday's• New treatment room nurse Harriet has started, working 2 days per week. Very experienced and has settled well into the team• Discussed how lucky we are at Sixway's to have such a youthful nursing team. It does mean we are not facing the pressure other practices have with nurses retiring.• Our HCA Vicky is now supporting with wound care, and will be starting her injection training in September. By the new year will be able to support with B12 injections, pneumonia and flu injections• We also discussed that Dr Boulton has resigned from her role as partner, and will be leaving the practice in early December. As part of our capacity planning work we are currently looking at the best way to replace her clinical sessions.• We discussed that our ANP may take over the minor operations, and Dr Evans will be starting steroid injection clinics. All agreed that it was excellent to have these services in house, as easier for travel and costs the NHS less.
Andoversford closure	<ul style="list-style-type: none">• Since we last met there has been more vandalism at the branch surgery• All present agreed that it would not be a good use of funds to try and bring it up to the required standards• Feedback from patients confirms that the majority of those who

	<p>live in the Andoversford area are happy traveling to the main surgery in Charlton Kings</p> <ul style="list-style-type: none"> • It is likely that the proposal will be heard by the CCG committees in November for formal agreement
Frailty	<ul style="list-style-type: none"> • Discussed that Frailty is a key area of focus for the Clinical Commissioning Group • All patients aged 65+ should be reviewed for frailty • Discussed that this population were previously looked after under the Avoiding Unplanned Admissions Enhanced service • Key areas for focus for this group will be <ul style="list-style-type: none"> ○ Deprescribing ○ Post fall reviews
Cluster working	<ul style="list-style-type: none"> • Discussed that the CCG are encouraging practices to work in clusters and apply for funding across practices, minimum of 30k patients • Our cluster includes Seven Posts, Winchcombe, Leckhampton and Stoke Road • Some of the funding from the CCG has been used to recruit a cluster based clinical pharmacist, who will provide prescribing support for each practice 1 day per week. Our pharmacist starts in August • We will also be working towards an extended access scheme to launch April 2018, more details to follow as this is discussed. • Potential for cluster working to expand to include specialists nurses, sexual health and possibly ear care in future.
Increase PPG size and engagement	<ul style="list-style-type: none"> • Discussed that we ideally would like to increase the size of the PPG group, and the diversity, ideally younger members. Discussed ways to try and engage people, reception to target patients, signs in the waiting room and on the TV. NW to also look at promoting more on the website • Could partly be an issue as to when we hold the meetings, and when people are able to attend. We have tried both afternoon and early evening meetings, could look at mid-morning/lunchtime as an option for next meeting?
AOB	<ul style="list-style-type: none"> • Concerns around secondary care waiting times in Cheltenham- NW confirmed it is now practice to expand the secondary care search area to approx. 50miles when making a referral to see if that provides reduced waiting times. The LMC are aware of this issue and are liaising with the CCG and secondary care regarding this. Part of the issue is to do with the new track care system that secondary care use, which is not being updated frequently enough with new clinics to allow patients to be booked in • We also discussed the practice website, and ways to improve the information we make available for patients. Suggestions included themed articles and changes to prescribing rules
Next meeting	<ul style="list-style-type: none"> • January 2018