

1. Welcome and apologies.

Apologies: Mrs J and Mrs L

2. Minutes of last meeting.

Informal meeting minutes from 14.4.23 approved.

3. Telephone Call Back System

Ceri confirmed that the call back system is now up and running. It kicks in when there are 10 people queuing on the lines. Plans also to update the message when calling the surgery to be more succinct and advising iPhone users to ensure their settings allow call backs. This was the crux of the problem when the telephone system was installed.

4. Delivery plan for recovering access to primary care.

Dr Evans (GP Partner) joined the group. Ceri explained that although this information was released to the media over the weekend of 5th – 8th May, Practices only received the plan late morning on Tuesday 9th May. Some of the changes within it had to be delivered by Monday 15th May as a contractual requirement. This left the practice very little time to make themselves compliant. Ceri thanked PPG members for circulating the letter to patients wider into the community. Members present felt that the changes implemented were pretty much already in place at Sixways.

Dr Evans explained that the plan is NHSE mandated. It is written primarily for practices in inner cities who have inadequacies and/or population health issues. The plan has been implemented with a 'one size fits all' approach which doesn't necessarily make improvements for practices which are functioning adequately. Dr Evans also explained the principles behind Care Navigation: that we now have a wider skill base of health care professionals who can deal with a myriad of issues quicker (and better!) than GPs can. This means he has time to look after patients with more complex needs.

Discussed also that things will not return to how they were pre-covid and that by being so efficient during the pandemic is partly to blame for the demand on primary care services. Where patients were able to be seen in a matter of days, with everyone now wanting that has created a bottleneck on the system. Telephone consultations are popular with some patient groups, but the practice is mindful of keeping the balance to suit all.

5. Terms of Reference.

Agreed in principle by those in attendance.

6. Election of Chair and Secretary

Agreed there were not enough members present to pursue this today. Defer to next meeting.

7. Any other business.

- Addition of 3 members to the PPG WhatsApp group at their request.
- Discussed a coffee morning for Carers which the practice is arranging in conjunction with our Social Prescriber Leona. This will be taking place on Tuesday 6th June at 11am. Leona has arranged for Age UK to attend and is awaiting confirmation from Gloucestershire Carers Hub. All registered carers will be invited to attend. PPG members in attendance offered to help and agreed to Ceri sharing their email addresses with Leona as a point of contact. Mr M raised that he would be interested in helping with loneliness in the community.

Next Meeting: Wednesday 14th June 1230 – 1330 at Sixways Clinic