

SIXWAYS PATIENT PARTICIPATION GROUP (PPG)
MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC
TUESDAY, 29 NOVEMBER 2023

ATTENDEES

Mukesh (Kesh) Makhecha (Chair) KM
Diane Evans (Social Secretary) DE
Anna Frost (Secretary) AF
Ceri Gardner (Sixways Practice Manager) CG

Maia Brasington MB
Jane Jones JJ
Janet Littlecott JL
Sue Prew SP
Chris Reid CR
Rob Reid RR

In attendance for part of the meeting:

Pamela Brisland PB & Louise Defreitas LD (Carers Team Members & Care Navigators/Sixways Clinic)
David Green DG – Cheltenham Lions Club/Message in a Bottle Scheme

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair (KM) welcomed everyone to the meeting.
Apologies For Absence: Brenda Reid.

2. MINUTES OF THE LAST MEETING HELD ON FRIDAY, 28 JULY 2023

The Minutes of the last meeting held on 28 July 2023 were signed as a true record.
To be posted on the PPG section of the Sixways Clinic website.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

a. 2023 GP Patient Survey (England)

[Patient Experience \(gp-patient.co.uk\)](https://gp-patient.co.uk)

Staff recruitment was discussed at the July PPG Meeting. Ceri Gardner (CG) reported that since the meeting, all care navigator posts have been filled which has reduced the time patients wait to have their telephone calls answered.

b. Sixways Clinic Strategy Day – 7 September 2023

CG reported that there is now more-face-to-face appointment availability with patients being offered a non-urgent appointment within 2 weeks of their telephone call, which compares well to the national average of 2½ weeks.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING - Continued

c. Monitor in Sixways Clinic Waiting Room

The monitor displays information about medical issues and vaccination campaigns. CG confirmed that it is not possible to alter the content of the presentations on the monitor so first aid, as requested at the last meeting, has not been included.

d. Telephone Call-Back System

CG confirmed that Call-Back is working well and that patients have commented on the reduction in waiting time to get through to the Practice.

e. PPG Notice Board for Sixways Clinic Waiting Room

CG to obtain a noticeboard for the PPG to use to advertise the group, meetings, events etc.

4. PPG TERMS OF REFERENCE

PPG Terms of Reference have been circulated to all PPG members; any yet to be signed to be returned to CG as soon as possible, preferably electronically.

5. SIXWAYS CLINIC CARERS TEAM MEMBERS/CARE NAVIGATORS

Pamela Brisland (PB) and Louise Defreitas (LD) spoke about the successful interactive workshops for carers run by Emma Dyke; details were circulated to the PPG. Some of the workshops are offered through GP surgeries. It was agreed that LD should invite Emma Dyke to give an over-view of her work at the next Sixways Clinic Carers Coffee Morning on 16 January 2024 (see Item 6 below).

Leona Smith (Social Prescribing Link Worker Cheltenham PPCN), PB, LD and/or Susie Purslow (Primary Care Network/PCN Lead Social Prescriber) to be invited by KM to the next PPG Meeting on 10 January 2024 to talk to the PPG about social prescribing including the Living Well/Ageing Well Project.

6. CARERS COFFEE MORNING

The planned carers coffee morning on 13 September 2023 had to be postponed.

It was agreed the next carers coffee morning at Sixways Clinic will be held on:

16 January 2024 – 12.30 pm to 1.30 pm.

CG to send out invitations. Invitations also to be sent to Susie Purslow, Age UK and Emma Dyke (Interactive Workshops for Carers - see item 5 above).

Arrangements to be finalised at the next PPG Meeting on 10 January 2024.

7. MESSAGE IN A BOTTLE SCHEME (RUN BY THE LIONS CLUBS)

David Green (DG) from Cheltenham Lions Club explained how the Message in a Bottle Scheme works. It was agreed that Sixways Clinic should join the Scheme. DG to provide Message in a Bottle containers to Sixways Clinic; some to be available at the Carers Coffee Morning on 16 January 2024. The containers are free of charge.

For more information see: <https://Message in a Bottle | Lions Clubs International>

8. PRACTICE UPDATES - COVID AND FLU VACCINATION CAMPAIGNS

CG reported that the Covid Autumn Vaccination campaign ends on 15 December 2023; uptake has been low.

Cheltenham East Fire Station has closed as a vaccination hub so Covid Spring boosters will be available from Sixways Clinic which will require complex planning. Some members of the PPG offered to volunteer as marshals during the vaccination programme.

Flu vaccination is to continue until 31 March 2024. Uptake in the 50-64 age group is under target; similar to other practices. PPG members to use contacts, WhatsApp groups etc to encourage take up at GP practices.

9. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN) MEETING

Anna Frost (AF) reported on the 29 September and 24 November 2023 meetings of the GPPGN which she had attended via Teams. The Network is made up of representatives of the 69 PPGs in Gloucestershire and organised by the Gloucestershire Integrated Care Board.

Topics covered at the September meeting included:

- Recruitment, Selection and Retention of Staff
- NHS Film – The Benefits PPGs Bring to GP Practices
- Healthwatch Glos Project on Access to GP Services
- Friends and Family Test Project

Topics covered at the November meeting included:

- Glos 5-year Primary Care Strategy (2024-2029) including community pharmacy, optometry and dental services. Discussion focused on primary care sustainability, patient access, prevention/proactive care, health inequalities, better use of PPGs.
- Glos People's Panel
- Veteran Friendly Practices (VFPs)

Sue Prew (SP) will also attend future meetings; AF to liaise with SP and Sophie Ayre/ (GPPGN). Other PPGs members interested in joining the GPPGN to contact AF.

Date of Next GPPGN Meeting: 26 January 2024 via Teams

Chris Reid (CR) agreed to be the contact for VFPs and circulate information to other veterans in the area.

Since the meeting, CG has confirmed that Sixways Clinic is awaiting accreditation as a Veteran Friendly Practice. CG to check whether the short film about VFPs can be added to the monitor in the waiting room.

The link below has details of all 2023 GPPGN Presentations, dates of future meetings and supporting documents including the Glos Primary Care Strategy. Also, short films about PPGs and Veteran Friendly Practices as mentioned above.

<https://getinvolved.glos.nhs.uk/ppg-network>

10. ANY OTHER BUSINESS

a. Patient Record Access

An Exceptional PPG meeting was held on 30 October 2023 to discuss the new Patient Access Record System enabling all patients to view their health records via the NHS App and online. CG confirmed that in line with national policy, all Sixways Clinic patients will be automatically opted into the new system. The changeover came into effect on 1 November 2023. For more information, see CG's presentation sent by email to all PPG Members on 31 October 2023.

b. PPG CHRISTMAS LUNCH

Diane Evans (DE) organised Christmas Lunch for the PPG at the Langton Country Pub on Monday, 11 December 2023. Those able to attend paid DE in advance.

11. DATE OF NEXT MEETING:

Wednesday, 10 January 2024 - 12.30 pm–1.30 pm, Sixways Clinic.