

Abbey Medical Centre Patient Participation Group Meeting Thursday January 18th 2024 17.30 - 19.00

Online Zoom Meeting

In Attendance:

Surgery Staff:

Dr Peter John (PJ) - Senior Partner

Ryan Smith (RS) Practice Manager and Non Clinical Partner

Apologies:

Lesley Holiday (LH), Fiona Riley (FR), Jean Curry(JC), Deb Saunders(DSa), Clive Reynolds (CR), Jackie Llewellyn(JL).

PPG Members:

Stella Moore (SM) Chair

Ann Mawdsley(AM), Helen Braithwaite(HB), Colleen Crawford(CC) , Chris Edgerton (CE) Richard Grimes (RG) Louise Griew (LG), Michelle Walsh (MW), Mary McGrath(MM) Jackie Prestwich (JP) Dilys Skinner(DS)

Apologies to all those who tried, but could not access Zoom!

Staff Update

SM to send out an up to date list of staff at AMC and within the PCN.

Minutes and actions from previous meeting:

SM asked RS to check if the self referral information for Social Prescribing was on our noticeboard.

The Newsletter will now be taken in house and produced by AMC, with Nikki Bowles as lead. The Practice newsletter will have a PPG section. RS indicated that the Practice Newsletter would be published quarterly on the Practice website.

MM suggested that the Practice Newsletter should be available on the website and could be sent out by e-mail to patients in the future. HB suggested that there should be a link to the newsletter on the Practice Facebook page. The question of patient access to medical records was again mentioned.

The date for this to go live has been pushed back by the BMA - a new date has not been announced. Patients are encouraged to use the NHS App to access records.

Progress of Working Groups:

Menopause Group -

The group continues to meet on a Tuesday evening with a core group of approximately 12-15 members on the books and about half that number attending at any one time.

We put an advert on Kenilworth Vibes before Christmas and that has resulted in more new members unfortunately some with the same distressing stories. We are now back meeting at the Kenilworth Centre which seems to be working fine at the moment.

We have been looking at other groups in the District to see if there is anything we can learn from them, there is another thriving group that meets in Warwick it is set up differently to the Abbey model in that it is a more information giving group with a speaker at each meeting, I feel that is very good to have this diversity in the area and that we compliment each other.

I was asked to comment on a draft workplace guidance on Menopause being formulated for JLR by one of our group so our influence is spreading albeit by stealth!

Shortage of HRT is a constant issue, some members having to regularly ring round pharmacies in the area to find places to get their prescriptions filled and with a condition that is often typified by anxiety this is not great.

We continue to be grateful to Abbey MC for supporting this group.

Deb Saunders

Jan 24

Wellbeing Calls

After the successful launch of this project with the initial cohort of 80 - 90 year old who had not contact with the surgery in the past 6 months, the team are phoning patients in the 70-80 years age group. The aim is to expand Wellbeing calls to other groups, such as Carers and Young Mothers. Lesley Holiday from the PPG is to be trained shortly. There will then be 3 volunteers, with more added in the future. RS asked that anyone interested should contact SM or RS.

NHS England are working with AMC concerning a National drop in patient contact in the over 80s, and also Frequent Attendees in the patient population. They will use our Wellbeing Calls to the 80 plus cohort in a Case Study.

Wellbeing Walks

MM reported that the walks are going well. There is a core group of around 25 regular walkers. There are 5 leaders each week - an increasing number of walkers need virtually 1-1 support.

There was a very successful Christmas Party for over 30 walkers and leaders at the Kenilworth Centre. SM thanked MM for managing the walkers and leaders on a weekly basis.

Compassionate Kenilworth

HB reported on the many activities of this group which had first formed during the Covid crisis.

The group exists to improve the quality of life of Kenilworth residents and to signpost residents to a variety of activities.

The activities include

- warm hubs - provided by most Kenilworth churches
- fortnightly arts and crafts sessions
- a weekly tech cafe with Warwick Uni students
- possibility of a tech group linked to the NHS App
- bereavement meetings
- slow cookery course
- park runs - or walks

The group recognises that activities for people with dementia and their families are very limited in Kenilworth and hope to improve this. HB has also made arrangements to link up with people who want to join a group but are apprehensive about doing so - she arranges to meet people in advance and take them to a meeting.

Their informative website is

www.compassionatekenilworth.co.uk

MW also indicated that there are evening walking groups for women and men.

Also on Saturday January 27th Compassionate Kenilworth are going to be present at aThe Kenilworth Wellbeing Day 13:00- 16:00 at The Kenilworth Centre.

South Warwickshire Patient Engagement Group (SWPE) update

SM is a member of this group which exists to share good practice amongst PPGs across S.Warwickshire. Some Practices have no PPGs, whilst others such as AMC and Clarendon Lodge have excellent relationships between PPGs and Practices. A working party aims to clarify the role of a PPG member and to improve the uptake of Patient Groups across practices. SM requested input to be passed to her on these topics.

Primary Care Network- PCN

Following her work on digital exclusion - Dr Armstrong has produced a very helpful report and some action points which most Practices are implementing.

AMC will have a PC in our reception area which could be used before and after appointments. Staff will help patients to access the NHS app. JP commented that Nationwide Building Society has a similar scheme. There was some scepticism about the usefulness of this scheme at the surgery but it certainly seemed worth trying.

New website /online consultations

RS reported that the surgery is updating the website which will bring us into line with most other practices. This will go live in February. **RS will share the link to the website with the group and asks for feedback.**

It will be possible to book blood tests online and all patient forms can be filled in online too. MW pointed out the online options are vital for working patients who may not be able to receive calls at work.

Most appointments will still need to be booked through telephone triage. 98% of our patients book appointments by telephone currently.

There is a cohort of about 14 conditions, including problems experienced by young children, which will lead directly to a face to face appointment on the same day, and are therefore not triaged.

Pharmacy First

This arrangement has been delayed but it is now planned that it will go live nationally on February 1st.

RS confirmed that the surgery will promote the scheme. Additional funding will be available for pharmacies, all of which are under massive pressure. The number of patients that can be seen through Pharmacy 1st is limited to 8 - 10 per day for each local pharmacy. There are about 14 common conditions for which the pharmacies can see patients and prescribe directly. Members of the PPG expressed concern over capacity issues for the pharmacies which are already very busy. RS reported that the additional funding would be helpful and it would be good to see how the scheme progresses.

PPG Aims and Objectives

There will be a link to the PPG on the new website. However the aims and objectives of the PPG need to be updated. SM would like to form a working group to discuss this further. The PPG is unable to access patients in the same way as before Covid and this makes collecting information on patients views more of a challenge.

[This group consists of Stella Moore, Deb Saunders and Colleen Crawford.]
Thanks to Michelle Walsh for volunteering to join too, but dates did not work for her.

Any other business.

RS and SM asked that group members should suggest future projects for the group.

Previously JP suggested that the PPG should have a stall at community events but as yet no volunteers had come forward to support this.

JP asked if face to face meetings might be possible - RS indicated that this could happen in the summer and will be under consideration. MW put forward the idea of hybrid meetings, but there was a mixed reaction as to whether that would work.

RS reported on **Kenilworth Heartsafe**. RS is a trustee of the Charity - which aims to have a defibrillator close to most areas of Kenilworth. The group has 6 trainers 2 of whom are paramedics. They run training courses for all of Year 8 at Kenilworth School. They can also run courses for other groups - a cohort of 10 is needed further details are available from RS.

RS offered to run a training session for PPG members. Please contact SM if you are interested in this.

RS reported that the last sessions for **Covid and Flu vaccinations** were held this week. They were poorly attended. The external site for these vaccinations has now been closed down. Vaccinations are still available from the surgery.

Over 90% of over 65s had received the flu vaccination but only 50% of those younger patients with underlying health conditions, have come forward.

The uptake for the latest COVID vaccination was high. CC asked about **medication shortages**. RS confirmed that this is a serious issue nationally and at an unprecedented level. He receives regular updates on the situation.

CE asked about a shortage of the blood pressure machines that the surgery loan out to patients. RS reported that there had been a recent stocktake of these machines and 12 of the 25 that the surgery have are now available for loan.

SM closed the meeting and thanked everyone for attending.

Dilys Skinner January 2024