

**Abbey Medical Centre**  
**Patient Participation Group Meeting**  
**Thursday 12th September 2024**  
**Time 18.00 - 19.30**  
**Venue: Teams Online Meeting**

**Apologies**

Helen Braithwaite, Colleen Crawford, Jean Curry, Ann Mawdsley, Jackie Llewellyn.

**In Attendance**

**Surgery Staff**

Dr Peter John(PJ)        - Senior Partner AMC  
Nikki Bowles(NB)        - Operations Manager  
Oscar Cheek (OC) - Digital Manager  
Angie Newton(AN)        - Practice Business Manager  
Ryan Smith (RS)        - Practice Manager  
Charlotte Tayte(CT)     - Social prescriber

**PPG Members**

Stella Moore - Chair, Lesley Holiday(LH) Jackie Prestwich(JP)  
Clive Reynolds (CR) Fiona Riley (FR) Dilys Skinner(DS)  
Michelle Walsh (MW)

**Other attendees**

Mary McGrath, (MG) - Wellbeing Walks Lead

**Welcome to Angie Newton**

Angie, our new Practice Business Manager, was welcomed to the Group. Previously Angie was the Practice Manager for a large combined. Birmingham Practice with 25,000 patients. She managed a PCN which had 40,000 patients. Angie has been working alongside Ryan, and will take over at the end of September. We look forward to all making positive changes together.

**Minutes and Actions from the last PPG meeting.**

**Door between reception and consulting rooms** - There is now a **poster** on the doors asking patients to seek help if access is an issue.

The **Blood Pressure Machine** has been recalibrated

The **Newsletter** is now on the website. OC and SM collaborate over the contents, and Senior Partners sign it off.

**Action** - To speed up the approval by the Senior Partners it will now have a date to be completed by. AN to facilitate this.

The **Garden** is proving very successful - managed by the Kenilworth Community Gardeners and watered by (JP) and her husband. Donations to a fund to plant bulbs was requested -

**Action - RS and AN to decide amount to give and contact Catherine Dallaway - Leader of the group.**

The **Bollards** continue to be a problem but a quote to replace them was extortionate.

**Action - cheaper options sought by AN/RS**

**Website development** - To add more details to staff information on the website.

This was discussed and agreed.

**As of 13/9/24 Practice Team information is now on our website. This includes specialisms where relevant, and working availability.**

**MM** - there is a disconnect between The Discharge Summary from Acute Care and the Primary Care setting which can lead to patient and Carer confusion regarding medication.

**RS** - electronic communication does help to resolve this.

**MM** - i this problem was not always evident to Carers and needs highlighting.

**Action - AN to see if this can be highlighted to patients.**

## **Progress of working Groups**

### **Menopause group - LG**

The group meets monthly, with the last meeting hosting a nutritional therapist and 14 attendees, 3 of whom were new. **LG will send details about the meetings to OC to be included on the website.** Dr Jacques will be attending the October meeting. The setting can cope with 25 members so low level promotion via newsletter is feasible.

**Action - OC will include information about the group in next newsletter.**

### **Wellbeing Walks**

**MM** - thanked Ryan for his ongoing support and interest in the group.

**MM** - a more detailed report on the walks which is at the end of these minutes.

Following a recent incident with a 93 yr old, the protocol for actions following incidents needs reviewing urgently, as no-one was available to help. Systems of support need to be effective and must be reviewed ASAP.

**Action - A protocol needs to be developed for incidents which do not require an ambulance but do need surgery support. MM/AN to work on this.**

**Action - clarification concerning training for our leaders is needed following Ryan's departure. AN/MM/RS to work out a programme for this.**

SM thanked MM for hosting the recent garden party at her house.

### **Well being Calls /Carers Project**

The calls are having a big impact on patients who are registered as Carers.

**NB,CT,SM** and other staff meet on a weekly basis to arrange interventions where needed.

**CT** - The proactive approach has identified patients in dire need of support who can then be triaged to Care Coordinators, Social Prescribers or to GPs if need be. These patients have previously fallen through the net at AMC.

A high percentage of Carers were coded incorrectly so this is being rectified and systems put in place to avoid this happening again - eg after a bereavement.

**SM** - half of the patients on the Carers list have already been spoken to.

**CR** - asked if we could liaise with **MM** to pick up walkers who may need support - eg the patient who fell recently.

**Action - MM to pass on details of any patient she feels would benefit from a call.**

### **BMA update**

A ballot across all BMA members with a 60-70% turnout indicated a 98% dissatisfaction with the new contract. 10 possible actions were proposed, one being restricting the number of patients seen to 25 per day. Currently Abbey GPs see between 30 to 40 patients a day. Currently staff at AMC will not reduce contacts as patients will suffer and waiting lists would be substantial. Generally across the country there has been little action initiated. The BMA is negotiating with the government.

**MW** - Do any of our GPs offer private appointments? **RS** - Currently only Dr John at The Nuffield Hospital.

### **RSV Covid and Flu Vaccinations**

**RSV** vaccinations have been taking place since September 1st at the Methodist Church. **JP** - National promotion has been poor and only about 50% of the eligible population have booked appointments. as they don't know why they need it. There is a link on our website. The vaccine is available to women who are 28+ weeks pregnant and to adults between 75 and 79.

**Covid and Flu** vaccinations will be available from Oct 3rd at The Methodist Church. 2,500 patients are already booked in. **JP** asked if these vaccinations could be given separately and **RS** confirmed that this would be possible if patients ask on the day.

**Private Covid Vaccinations** - cost £10 less at AMC than at Boots - For information patients should ring reception or check on AMC Website.

**Shingles Vaccination - LH** - a new, more effective vaccine is available to younger patients. Can patients who have had the previous vaccination also have the new one?

**PJ** - explained that this was not possible or safe to do.

**Nasal flu vaccine for 2-3 year olds - NB** - that will be available shortly.

### **Staffing - changes since the last PPG Meeting**

#### **Leavers**

Dr Maria Stratton

Dianna George - Practice Nurse

Amy Kelly - Secretary

### **New Starters at Abbey Surgery**

Angie Newton (AN) - Practice Manager

Dr Adetola Oshodi, Dr Mostafa Mohamed, Dr Imraj Chohan - new registrars who will be training at AMC for a year.

### **PCN Staff**

Raj Virk, Roisin Saddredini - First Contact Physiotherapists - both of whom will spend at least a day a week at Abbey

Lily Weston - PA/Administrative Care Coordinator

Ryan will continue to act as the strategic lead for the PCN. Our PCN now employs some 44 staff. There have been mixed reactions across the country to the establishment of PCNs but for our area it has worked well and these extra staff bring real benefits to patients.

### **PCN News and Support for PPGs**

SM has been working with Avonside MC and Priory MC in Warwick to help them establish effective PPGs. Both now have interim Chairs and were grateful for the support given by SM. Chase Meadow and Castle do not have active PPGs at present - but this is work in progress.

### **Improving Diversity, Patient Voice and Membership within our PPG.**

OC - after posting adverts, there have been 4 enquiries.

**Action - SM to meeting potential new members to discuss their role.**

AN - put forward alternative ways to access patient voice - set up satellite groups within the PPG, use WhatsApp groups for younger parents/ working patients et, approach Kenilworth School 6th formers to find a way to listen to their voice.

**Action - SM and AN to meet and clarify how these routes might work. FR has volunteered to help set this up.**

### **Pressure on Abbey Medical Centre with new housing developments locally**

There could be 25,000 and 30,000 new patients in Kenilworth over the next 5 to 10 years.

Recent contact from SWFT and from the Council with a Feasibility Study underway should report back in 2025.

**PJ** - in the past the Council had wanted to amalgamate the two Kenilworth Practices using the site of the Clinic behind Jubilee House. This project had been poorly prepared and costed and had not moved forward. Currently there is no feasible plan to expand AMC.

### **Any Other Business.**

The meeting concluded with tributes to Ryan from several PPG members. Since the PPG was set up, he has been a great ally and has worked on developing the good

relationships between the Practice and the PPG. The PPG wished him well for the future. Thank you Ryan.

Dilys Skinner

September 2024



