

**Abbey Medical Centre  
Patient Participation Group Meeting  
Wednesday 24th April 2024 17.30 - 19.00  
On Line Teams Meeting**

**Apologies:** Dr Peter John, Colleen Crawford, Richard Dickson, Ann Mawdsley,  
Deb Saunder, Oscar Cheek (OC), Chris Edgerton

**Attendees** Dr Jenny Barnes (JB), Ryan Smith - Practice Manager (RS), Stella Moore (SM)  
PPG Chair, Jean Currie (JC) Louise Griew (LG) Lesley Holiday (LH) Mary McGrath (MM) Jackie  
Prestwich (JP) Dilys Skinner (DSk) Michelle Walsh (MW), Jackie Llewellyn(JL)

SM welcomed everyone to the meeting.

**Staff Updates**

RS announced that he has resigned from the partnership and will be leaving the Practice in September. Following recent family loss, he has re-evaluated his commitments and wishes to spend more time with his family.

There was surprise and sadness, both from the Practice and the PPG group, and Ryan's expertise and personal communication skills will be much missed.

The surgery are currently advertising for a replacement, but RS will continue to be involved at PCN level.

Dr Qodrat Is going on maternity leave.

There are 4 paramedics working across the PCN - Georgia Rook is based at Abbey for 3 mornings. Some patients are seen face to face, and Georgia also carries out home visits.

Kay Chikontwe - New care coordinator at AMC

Megan Bickley - New Receptionist at AMC, bringing the team up to 9.

Hannah Richardson- an experienced nurse, has joined the Practice

Dennae Blake - Osbourne, one of our nurses, is on Maternity leave

LW asked for more detail about the paramedics role and whether they are able to prescribe. RS explained that Gavin and Kim - Advanced Paramedic Practitioners, are able to prescribe and they mainly deal with acute illness on the day. They do not deal with mental health issues or with young children. Reception staff direct patients to the paramedics if needed. JP asked for reassurance that the paramedics introduced themselves as such - RS indicated that this was the case.

The PCN Paramedic service has been under-utilised, and patients need more information on their role. It is more effective now they are in house at AMC.

**Actions from previous meeting**

Oscar Cheek (Digital Lead) has produced a newsletter which is awaiting a sign off from the surgery partners. The newsletter will be on the website and on AMC Facebook page and will be displayed on our noticeboard. AMC do not have enough accurate email addresses to disseminate the newsletter by this method.

LG asked about patient access to medical records. A Government U turn while more consideration is given to handling the sensitivity of information has meant that this is still under discussion...

## **Policies and new Website**

Terms of Reference for the PPG, a Confidentiality Policy, and Role Descriptions were written by SM, then checked over by DSa and CC. These were amended after sharing them with PPG members. They are now adopted policy and are on our website.

Any new PPG members will be asked to sign these documents. Existing members have agreed to these and are therefore bound by their contents.

PPG members were given a chance to feedback to AMC about the new website, its' ease of use and information available. SM thanked those who did so and amendments have been carried out.

SM commented that the new website gets about 1,000 hits a month which is a relatively small number considering the practice has 16,000 patients. There are also about 1,000 followers on facebook. Better promotion through word of mouth should increase this number.

SM thanked OC for working with her to transform the PPG section of the website. There is now current information on our projects and a comprehensive questionnaire for prospective new members to complete.

## **Patient Feedback**

Now that the Aims of the PPG are clearly identified in the new Terms of Reference, SM explained that our PPG needs to gather patient comments in order to fulfil our aim.

SM reported that patient's opinions are more difficult to achieve than before COVID. 98% of recent Family and Friends comments submitted to AMC are positive. Of these comments, some 60% are anonymous, therefore a worry about patients having to give names is not proven.

SM listed the following possible ways to gather patient comments; overseeing online reviews, Family and Friends, feedback given during our Wellbeing Groups, Facebook page comments, Google Reviews, a survey to cover a defined issue, emails sent to SM via our website, hold an open patient meeting. A working group will be set up to look at next steps.

3 recent negative comments were passed to SM from Healthwatch. RS stated such comments are difficult to deal with as they tend to be rather general e.g' I wanted to see a doctor'. RS will discuss this issue with Chris Bain CEO of Healthwatch. If comments have a name attached, AMC can follow them up and investigate more appropriately.

MM remarked that feedback received by the walking group was generally really positive. SM asked that both positive and negative comments are fed back to her, or directly to Ryan so they can be acted upon.

Regarding future surveys- they need to cover a specific issue identified by AMC or by the PPG in order to be meaningful. This has a cost implication if Survey Monkey is used. LG has previously used Google and Microsoft Forms to overcome the cost issue.

JP asked that presentation of surgery activities in our Newsletter could be positive to therefore avoid discontent caused by perceived misinformation. Newsletters are very effective at disseminating information in an accessible format.

## **Progress of Working Groups**

### **Menopause Group**

Deb Saunders was unable to attend the meeting but submitted a report - sent as an attachment.

JB commented that HRT had been difficult to obtain but the situation seemed to have improved at present."

## **Wellbeing Walks**

MM gave us an overview and the detailed report will be sent as an attachment. The walks continue to be well supported.

## **Wellbeing Calls /Carers Project**

Following on from the success of the calls to patients between 70-79 and 80-89 who have not been in contact with AMC in the last 6 months, SM and the team are now ready to ring all patients coded as Carers.

361 Carers have been identified and calls will begin wk starting 29/4/24.

LH has been trained to join the wellbeing calls team which now stands at 3. The Management Team at AMC , our PCN Social Prescriber Lead, and the PCN Care Co-ordinator Lead have worked with SM to create a set of questions that will enable callers to support Carers, signpost them to other teams where needed, and provide them with useful information.

SM is helping another Practice to set up a similar system. This continues to be a groundbreaking new initiative for the NHS.

Dr Barnes commented that it was very pleasing that the Practice is involved in Proactive Healthcare.

## **Garden Development**

SM organised this at short notice as the plants had to be cleared from Talisman Square. 2 Volunteers are needed to help with the garden. in the interim staff at AMC may help with this. JP and husband have been checking on the watering. SM thanked them for this. Access to the hose pipe is from behind AMC so we need to be careful who does this as it is awkward. Grass cutting and site tidying will be carried out by a paid contractor.

SM raised Health and Safety issues around the parking immediately outside the surgery. Bollards and turf are to be placed there to improve the situation. The Abbey sign also needs cleaning. It was agreed the plants certainly improve the site.

RS THANKED ALL LEADERS FOR THEIR COMMITMENT

## **Reports on PCN.**

The PCN now has 52 employees, including clinical pharmacists, a drug technician, physiotherapists, a safeguarding lead, a frailty nurse and social prescribers amongst others. LG asked how physiotherapy is promoted at AMC. The normal route is triage straight to a physiotherapist, but patients can self refer, where they will be given a treatment plan after diagnosis. SM and MM said that the route of self referral should be clearer on the Practice website and in the Newsletter. ( link sent out)

MW asked about Mental Health Support Workers. RS said there was a team of 4 Mental Health Link workers but all but one have resigned - employment model was most likely to blame. A PCN meeting will discuss how to prevent this reoccurring.

JB stated that the Practice is concerned that they are not providing the Service that they would want and that patients are not aware of the availability of services , and that they can self refer. JC who acts as a medical social worker at Waverley Day Centre stated that there are some serious situations in Kenilworth with patients in need of complex support.

### **Paramedics Service**

SM reported that this service is currently not being fully utilised with some sessions not booked. However paramedics now have surgery appointments in the morning and do home visits in the afternoons which has improved the uptake as patients are triaged to them.

### **NHS Health Checks/Dementia Assessments**

RS reported that Health Check capacity is over 500 patients in the 40- 74 age ranges. These checks are preventative and effective. Some of these are carried out on Saturdays or in the evening so people at work have more choice. Over 75's reviews are also taking place.

Dementia Assessment is carried out in house at AMC, with GPs trained to carry out this new initiative.

### **Covid Spring Booster Campaign.**

RS - Care Homes residents in the PCN have been vaccinated except 1 Warwick Care Home which had a Covid outbreak. 50% of 490 housebound patients across the PCN have also been vaccinated. RS praised the arrangements at the Methodist Church which were working well. It is hoped to complete vaccinations by the end of May.

### **Pharmacy First**

This is the provision whereby Pharmacists can diagnose and prescribe for 7 common conditions. There has been poor take up of this service. LH stated that there is a perceived lack of privacy and the situation can be off putting. JB agreed and stated that up skilling of reception staff was necessary to promote this further. Places like Boots are busy so queuing is an issue.

LG asked how many appointments for Pharmacy First would be available - (25 - across the PCN per day, compared with 400 general appointments

### **Any Other Business**

JC asked that our Social Prescribers promote information on the Attendance Allowance which many people that are eligible for, but do not claim.

Dilys Skinner

April 2024