

Abbey Medical Centre
Patient Participation Group Meeting Minutes
Thursday 23/1/25
Time: 18:00-19:30
Venue: Teams online meeting

1. Attendance

Present: Stella Moore SM (Chair), Dilys Skinner DS, Jackie Prestwich JP, Michelle Walsh MW, Chris Edgerton CE, Lesley Holiday LH, Jean Curry JC, Louise Griew LG (taking minutes)

From surgery: Angie Newton AN (Practice manager), Nikki Bowles NB (Operations manager), Dr Peter John PJ (senior partner),

Apologies: Carrie Bennett, Karen Wade, Deb Saunders, Colleen Crawford, Jackie Llewellyn

Ann Mawdsley has left group

2. Minutes and actions from last meeting:

AMC and PPG to produce quarterly newsletters, with one next month, & schedule them into the diary. Suggestion - to have paper copies in reception.

Action: AN to schedule newsletters 4 times a year and to consider making paper copies available.

Donation for garden provided.

Bollards – stones in place have stopped parking on the grass. Still access issues for some patients with cars parked.

Staff information on website has been updated.

Discharge summary from hospital can be delayed causing confusion about medication. Letters arrive in batches, which is difficult for practice. Also get duplicates or slightly amended versions too. Surgery does feed back to SWFT but still happening.

Stella is meeting potential PPG members before they join – sometimes they just want to sort out an issue. Consequently the 2 recent new members will add value to the PPG.

3. Progress of working groups:

Menopause group – LG report attached. Group going well. Gently promoting on social media. Action put meeting information in next newsletter - SM/AN
Warwick group- Action Menopause. Action: LG to investigate if link useful.

Wellbeing Walks – see report. Numbers currently between 8-14 weekly. Very beneficial for participants. Emergency protocols in place and future first aid training is planned.

Wellbeing Calls- 361 Carers were contacted in a very successful project. Carers are coping with a wide range of conditions and they really valued our calls. New carers will now be given a leaflet identifying available support. Thanks to Lesley and other volunteers. Going to restart in March with a new cohort of patients.

4. **Minor eye conditions treatment on NHS** – Specsavers and Keith Murphy offer support with cysts, foreign bodies, scratches, floaters etc. (Keith Murphy has list) Can also refer to UHCW for more serious issues. A referral from opticians is needed to access treatment at Eye A& E.

Hearing Tests at AMC: Scrivens run clinics at Abbey on Thursday and Friday. There are 3 assessment appts a day that the surgery can book people into. They offer NHS or private options but do not hard sell. Don't do ear syringing.

Action - Oscar to post info on eye and hearing treatment onto website.

Prescription changes at Boots: stopped repeat prescription service and caused problems for patients, and for surgery, but are reintroducing in Feb: AN/NB will discuss process with Boots and update us.

5. **Surgery Update: Staffing updates and vaccinations update. PCN changes. AN/NB**

Dec – 2 new receptionists + 2 new nurses, Dr Cole working for a few months
Good uptake on COVID and Flu vaccinations – Saturday clinics and extended hours jabbed more than usual at this time of year. PCN wide 29,000 were vaccinated in 2023, and 32,356 in 2024. 1410 RSV administered to over 75s and pregnant.

PCN– planning spring Covid vaccines for over 75s.

SM is still working to develop other PPGs in the network, with 3 groups now running.

DEVELOPING THE PATIENT VOICE AT AMC SM

Michelle - taking on assessing views of working patients: will meet SM/AN in Feb

Carrie to advise AMC on the needs of partially sighted patients - DONE

Stella to develop Men Walking and Talking and Ken Walking Women links.

Helen to develop further links with Compassionate Kenilworth.

Following a discussion on how to collect patient views about AMC;

LH - to collect opinions at WI meetings

LG- at Mother and Toddler groups

JP - at St John's Church drop in sessions

SM - to research how to set up Kenilworth School links/ links to Kenilworth Nursery.

MW - open questions illicit more information.

Action: SM to meet other PPG members and establish a protocol for these sessions before any info is collected and feedback system in place.

AN: aim to survey patients before and after any major changes are initiated at AMC.

Focussed feedback from patients is valued.

A.O.B.

It was agreed to organise a social face to face summer meeting

Action - SM to organise

Blister pack recycling – difficulty with company collecting – can't find replacement –

LG to ask her contact at Recycling for Kenilworth. NAPP online conference - JP attended. Many PPGs are struggling for engagement from either patients or staff.

We appreciate the commitment AMC has to maintain positive engagement.

NEXT MEETING SHOULD BE 20/3/25 AT 18:00 - 19:30