

ABBAY MC PPG AGENDA
20/3/25 18:00 - 19:30
MEETING ON TEAMS

1. Welcome and apologies

Present: Stella Moore (chair), Fiona Riley, Michelle Walsh, Angie Newton (AMC practice manager), Jackie Prestwich, Nikki Bowles (AMC operations manager), Dilys Skinner, Deb Saunders, Helen Braithwaite, Lesley Holliday

Apologies: Jean Curry, Karen Wade, Colleen Crawford, Jackie Lewellyn, Dr John, Carrie Bennett.

2. Minutes and Actions from last meeting - SM

Correction - Karen Wade came to talk with Stella and Angie, re eye issues - not Carrie

Newsletter – to include extended access and PCN roles. It will be produced **quarterly**, start in April and will be available on AMC website, laminated in waiting room, posted on Facebook and some paper copies in-house.

Action: Newsletter to be produced in April by AN

Blister pack recycling – LG contacted May Lau (Recycling for Kenilworth). Some blister packs are recyclable and others are not. She is still taking some packs to Aldi in return for a donation to the Kenilworth centre but there is no economic benefit for the surgery to collect packs. SM understands Boots are now collecting.

Eye and ear treatments: Scrivens hearing checks, and intervention for ear problems, can be accessed through Abbey MC. Minor eye problems need a referral to either Keith Murphy or Specsavers, who can then refer patients on for further hospital appointments, if needed. See website for info.

Boots prescription process has reverted back to how it was before they made changes.

3. Progress of Working Groups

Menopause Group - LG

NB and AN suggested that a link up with Action Menopause might benefit this group.

The group had a peer support meeting in February at which 'group rules' were discussed and the description for advertising was compiled afterwards. The March meeting was cancelled as a larger event, at which physio Deborah Thomas and Dr Jaques were speaking was planned for the following day. Around 50 people attended the Soroptimists' Menopause Matters event and 7 people signed up to the mailing list for the group.

The advert is now on the Kenilworth Centre website and will be requested to be **put on the AMC surgery website.** (This has been posted previously on our Facebook page). AN/NB

Wellbeing Walks – See notes on a separate page.

Wellbeing Calls - SM

From April we will call 80-89 yr olds who haven't been in contact in last 6 months. As before, calls will be logged on database showing actions taken and outcomes of those actions. SM is aware of increased workload on staff, but will manage this going forward.

4. Surgery Update - AN/NB

Staff changes – Mostafa Mohamed is leaving – new registrar is Anna Morris, Dr. Emily Williamson, salaried GP, joined us on 31st March, to replace Dr Cole. Julie Bednall, from back office staff– has retired after 41 years! Nurse Jordan is on maternity leave, Dr Sutherland had a baby boy. Dr Shehnaz Apabhai will be off on maternity leave in summer.

Spring Booster Programme – invites sent out to over 75s and immunosuppressed patients. Many have already booked.

Extended access can be pre-booked through reception: Tues + Weds evenings 18:30 - 20:00 and 2 Saturdays a month 08:30 - 12:45 – lots of nurse appointments e.g. smears or diabetic checks. Hope that blood collection starting on Saturday in June if can arrange collection. **Action - please promote these, particularly to working patients.**

ICB had funded our website but have removed this funding. PCN practices in Ken and Warwick are looking collectively at a replacement which will be up and running in April. SM asked that a proportion of patients could be surveyed after the website has been up and running for 3 months. This will help AMC to add improvements. **Action - SM to ask patient group to assess new website, and to work with AN/NB to construct and send out a patient survey.**

Triage: from October all surgeries must have online triage. Priory and Avonside already triage patients using a simple online form which is reviewed by a GP. They then decide whether a patient should be seen that day, or at a later date. Also patients are triaged to other staff when appropriate. e.g. clinical pharmacist, nurse, social prescriber etc. Our Facebook page has information on these roles, to prepare our patients for this.

AMC will liaise with PPG as we get towards implementing this system. Triaging should improve continuity as patients can request to see an individual clinician if preferred. We might change to 15 min appts.

Avonside MC have rated appointments and now see that inappropriately booked appointments have fallen from 45% pre triaging, to only 5% after triaging was implemented - therefore this is much better for patients who really need to be seen urgently.

Action: After triaging is implemented, PPG, SM and AN/NB will work together to assess and review the new system

Self referral process: From 1st April – over 55s will be able to self refer for NHS ear wax removal to Specsavers, Scrivens or IDC/NHS adult hearing service.

5. PCN News - AN

Role of PCN Frailty Nurses: Carla just joined to support patients in care homes – link to GPs.

Atrial Fibrillation Funding – Ryan is organising a PCN bid for funding to help practices identify patients with A.F. and therefore reduce strokes.

SM reported that NHS England is being abolished and all ICB's - Integrated Care Board - have to cut 50% of staff budget by December. This is concerning as this management NHS layer is responsible for planning and commissioning health services to our local population. The remaining staff will struggle to cope.

6. Developing Patient Voice - SM

Working Patients Views - MW – collated feedback from working patients who don't feel AMC accommodates them, especially if can't have phone at work. *'I don't need stress – better or dead before I make an appointment.'*

AN met with MW to talk about the issues faced. New triage system should help working patients to manage appointment booking. They can book extended hours appointments (see website for info). AMC is closed at lunchtime, making it difficult for working patients to ring to chase up results etc. There is a view that surgery puts need of staff ahead of working patients. **Action - AN/MW to see if triaging leads to improvements for working patients.**

Results of meeting with Karen Wade - **partially sighted patients** at AMC. Reception staff have now undergone relevant training. Signage will be improved to make it easier to pick out. **Action - AN to explore new signage options, and to work with KW to see if other simple changes could improve patient experience.**

Talking to **Drop in Centre patients at St John's** – JP telephone system mentioned positively, but too many choices on answer system (now simplified!). Worry re housebuilding causing lots more demand on GPs.

App not always used, even by younger people. Hearing impaired found telephone difficult but don't like to ask for things to be repeated. Continuity wanted but couldn't remember names of who they had spoken to. Don't know what other roles are AMC.

Lots of difficulty with prescriptions – Dudley Taylor not giving out prescription slips so have to fill in paper forms. **Action - PPG members to give out information to help correct misinformation.**

Men Walking and Talking and Kenilworth Walking Women and Compassionate Kenilworth met SM/NB/CT this week to discuss social isolation/ low mood, and how by working together this can be improved for our patients. Compassionate Kenilworth is making a video with Men Walking and Talking to encourage more people to come along and walk. Leaflets for both groups are in waiting room and flagged on AMC Facebook. **Action - SM/NB to meet the groups again in 3 months to monitor success. SM to invite Castle staff to join next meeting.**

Lesley contacted 50 **WI members** – with only 1 response about continuity. Take positive. FR got some feedback from WI members. **FR will pass this on to SM**

The Kenilworth Centre have given us permission to access groups there to gain patient feedback. **Please contact SM if you would like to approach any group.**

<https://www.compassionatekenilworth.co.uk/>

7. A.O.B.

NAPP are doubling fees to £80 so it was agreed not to renew membership.

PPG awareness week 3rd-9th June - **Action - SM will post information online to try to attract new members.**

Next meeting face to face but just an hour so SM **will plan agenda accordingly.**

July Meeting - 10/7/25 in person at Abbey MC 18:00 - 19:00

Future Dates on Teams - Oct 9th 18:00 - 19:30

Jan 22nd 2026 - 18:00 - 19:30

Wellbeing walks report for the meeting of PPG, April 2025

Overview

The walks have been in steady state through the winter months. The weather caused a couple of walk cancellations. We need to hold a first aid training session in the next couple

of months for new leaders and as a three-year refresher for other leaders.

Attendance

Attendance has stayed stable with an average of 8 – 14 attendees using all three walks. In the past month, two or three new people have come to walks. We've yet to see if they will come regularly.

Increasing frailty of some of the long-time attendees is evident making the shortest walk a good option for them. There are three registered short walks (600m – 1km) which we will use at the leaders' discretion to cater for the actual attendees.

The refreshments continue to be an essential part of the offering. Many come as much for companionship gained through the tea and chat as the exercise from the walks.

Leaders

We have a very competent cohort of leaders. Most weeks there are 6 leaders enabling three walks to take place. When the shortest walk is not needed, the extra two leaders provide very useful support for the other walks. For most rotas, one or two step back for personal reasons, justifying the big group of leaders.

Training

Two leaders need classroom training. More than half of the leaders will need to renew their first aid training this year because three years will have elapsed since their last training.

Given the frailty of some of the attendees this is now becoming urgent. It would be very helpful if this could happen in the next couple of months.

Ramblers

The Ramblers Association is now requiring new leaders to follow a 6 hour course at Chase Meadow as a pre requisite of formal training. It is my understanding that we will continue to provide a two hour session in house.

Mary McGrath

9 th April 2025