

**PPG Meeting at West Cheltenham Medical
24 January 2024**

Purpose of this meeting was to re-establish the PPG Group at West Cheltenham Medical (WCM).

Invited via emails:

Current PPG member AH

New PPG Members from social media – AM AF

Present at meeting:

Practice: KW, BB, CR

PPG Members: AH

Practice Update

KW discussed the changes to the practice team at WCM the past 12 months and the reasons behind it. Update explaining who is now working at WCM. AH happy to meet BB and has had a positive experience with interaction with BB since she started.

Discussion around Primary Care challenges and that smaller Practices are becoming increasingly unviable and that large groups such as Inspire will become the norm. Impact COVID has had on Primary Care. Demand has increased – 6 years ago 3.2 average contacts with GP – this is now around 7 contacts with a GP per year. Discussion around how we are managing this by utilizing ARRS funding and external teams such as Community Pharmacy Referral Scheme, and PCN Health and Wellbeing teams.

Discussion around changes within Inspire such as management restructure and new Finance Manager RE.

GP Patient Survey Results

KW discussed the results of the national GP Patient survey in which we scored well mostly above the national and local average. Discussion around lower scoring around appointments / seeing the healthcare professional. Agreed this could be due to patient not having an understanding of the challenges in Primary Care and the use of other staff not just GPs (e.g. first contact practitioners, ANPs, paramedic, social prescribers and pharmacy)

Improvements for WCM

Social Media – large patient population at WCM do not have English as their first language. CR has a patient who would be a good PPG member who could help build relationships with these community's – CR to invite to next PPG meeting

To look at using social media to educate patients around the complexity of the patient base at WCM means phone calls are often longer than at other sites due to language barrier – therefore sometimes long wait on phone even if first in que. AH suggested this would be good to feedback to the patients.

Recalls/Appointments – explained that since COVID we have changed how the recall system and appointments are managed. No longer specific clinics such as baby immunizations, cervical screening. To give patients greater choice clinics are simply blood test, treatment room and long term conditions. All recalls now by month of birth and so patients have a longer LTC appointment

to allow one appointment a year rather than numerous and less blood tests etc required so helps save NHS money.

PPG Board – AH feedback around waiting area is rather busy which we agreed. KW BB to look at tidying up the notice boards around 'less is more. AH suggested to look at multicultural advert for PPG like our QR code posters around how to get an appointment in 4 languages.

Actions

CR to invite patient to next PPG meeting	
Minutes to be uploaded to website and social media	
Waiting room refresh	
PPG leaflets at reception with next meeting date and on PPG notice board	

Next Meeting – 10th April 11am West Cheltenham Medical.