

**PPG meeting at Devereux Centre 6pm Dunlop room Tuesday 10<sup>th</sup> May 2022**

**Attendees:**

Kirsty White - Practice Manager  
Andy Butt - Finance Manager  
Terry Ballard - Patient  
Sue Parry – Patient  
Jan Nattrass – Patient  
Marguerite Ball – Patient  
Fan Clay – Patient  
Bryan Parsons – Patient  
Michelle Owen - Receptionist  
Anne Thackery – Reception Manager  
Helen Hooper – Secretary and Patient  
Trevor Rawlinson - Chair and Patient

**Apologies:**

Caroline Rawlinson

Welcome from the chairman, Trevor Rawlinson.

**Item 1: Minutes from last meeting**

Minutes from the last meeting (22.02.2022) were read and agreed.

**Item 2: Practice update (presentation by Kirsty)**

**Care Navigation**

Access to the 'Make a request' function on our website has recently been extended and patients can now submit requests for care navigation between 8am-5pm Monday-Friday. A5 leaflets have been produced to help explain 'Care Navigation' to our patients and these have been distributed by the PPG and the surgery. Information has also been published on Facebook.

**Covid Vaccines**

The TWNS PCN, which includes Church Street Medical, has delivered just over 120,000 covid vaccinations. 72% of eligible patients have had their spring boosters, those who have not yet come forward will now have to go to alternative sites for their jab.

**Flu Vaccinations**

The practice has been informed that the 50–64 year-old cohort will not be automatically eligible for a flu vaccine this autumn. Currently, the plan is to deliver the flu jabs alongside the autumn covid booster, but this depends on the deliveries of both vaccines coinciding. We will update the PPG as we get more information.

**Staff**

We are very sad to report that one of our Healthcare Assistants has recently been diagnosed with cancer and is unlikely to return to work this year. We wish her all the very best in her recovery and look forward to welcoming her back as soon as possible.

We are also looking to find a HCA to help fill-in for Emma who is now training to become a Nursing Associate.

Tim and Holly, Church Streets 'in house' paramedics have now completed 30 days each with the practice. Alana and Rebecca are starting in the next 2 weeks.

#### **Greener Practice – Bronze Award**

Church Street Medical has been awarded the bronze award for environmentally friendly practice and is now working towards the silver award. As part of the initiative, the surgery purchased a bin to collect empty medication blister packs for recycling and within a week it was full to the brim! The bins cost £150 each (this covers the cost of the bin, collection, and recycling) so the PPG have asked if Mythe Medical may be interested in sharing a bin and splitting the cost. Terry Ballard has also offered to contact the Green Party Councillor for Tewkesbury to see if there may be any additional funding available for this.

Over the coming months the surgery will also be pushing ahead with an initiative to encourage the prescription of more environmentally friendly inhalers.

#### **Specialist Nurses**

A Specialist Diabetic Nurse will be starting with the group shortly and will be at Church Street Medical one day a week. A Sexual Health Nurse from one of our other practices is also coming to run clinics for our patients to help reduce the current backlog.

#### **Award Nominations**

The Church Street Nursing Team have recently been nominated for two awards! They did not win but are delighted to have made the shortlist.

#### **Carer's Coffee Mornings**

The surgery will be holding a Carer's Coffee Morning on the first Monday of every month at 10.30-12.00.

#### **Item 3: Aims for the practice**

##### **CQC**

The practice is working towards a CQC rating of 'outstanding' next time we are inspected and estimate that we are 70% of the way there.

##### **Annual Health Checks**

The process for annual health checks has been reviewed, revamped and restarted.

##### **GP Leads**

Across the Inspire Group, a number of GP leads have been appointed in areas such as cancer, diabetes and mental health. They will be working on several audits over the coming weeks to help them identify the specific areas to focus on first.

##### **Annual Charity Event**

In addition to the £1000 that the partners donated to the DEC Ukraine Humanitarian Appeal earlier this year, the practice is also thinking about who to support for the 2022 annual charity event. This is very difficult as there are so many good causes out there, but it may involve another moonlight walk....!

### **Care Navigation**

Following on from the presentation made earlier this evening, Receptionists Anne and Michelle have explained how the introduction of care navigation has already had a positive impact on the availability of appointments after just 3 weeks and we hope to see improvements continue as it becomes more established.

### **Other News**

Following the re-opening of the Minor Injuries Unit at Tewkesbury Hospital, the practice has been struggling with patients being sent over to us when they are short staffed. This puts us in a very difficult position as it is hard to turn patients away and needs to stop. If MIU do not have capacity, patients should be referred to either Cheltenham or Gloucester A&E.

The PPG unanimously agree said that the service provided by Lloyds at the Devereux is appalling. The practice also find their lack of communication very difficult to manage. Many patients have moved to the high street branch or Badhams in Prior's Park. Both provide an excellent service.

### **Item 4: Report from the Chair**

Since our last PPG meeting on 27th February, we, the committee, have achieved some significant changes. The first is the new poster explaining Care Navigation to the patients and the benefits it will bring. It also provides details of the clinical team, illustrating in the breadth of medical care our surgery provides. I am sure many who use our practice had previously been unaware of the many health care professionals working alongside the GP's and Nurses to provide medical help and assistance to patients.

Anne Williams is now working for the TWNS PCN and has started several exercise classes. She has asked for help providing refreshments at the end of the class, so my wife and I have volunteered to assist on a weekly basis at the class held in the hall at the Holy Trinity Church Hall. Soon after arriving it was suggested it would be a good idea for us to participate in the class! We now enjoy taking part as well as providing tea, coffee and biscuits. The classes are proving very popular, and Anne is having to organise more classes to meet the high demand.

I hope you are all aware that as members of NAPP, the National Association for Patient Participation, it was recently necessary to renew our annual membership. The cost is £40 and I am pleased to tell you our practice agreed to cover the cost again. NAPP provides advice and guidance to PPGs throughout the country and also acts as a forum for members. We are also members of Gloucestershire PPGs and their next meeting is to be held at Churchdown Community Hall on Friday 20th May starting at 11am. This will be the first face to face meeting for over two years having previously been held on Microsoft Teams (a screen meeting more secure than Zoom). I have not yet received an agenda for the meeting, but it certainly will include the latest information on ICS, the Integrated Care System. There is also a Spotlight session which provides a platform for individual PPGs to raise and discuss topics and issues they wish to share with the county group. If any of you wish to join me at the meeting you would be most welcome.

Trevor Rawlinson

### **Item 5: Priorities for 2022 (from those present)**

Kirsty mentioned that the practice plans to organise a 'Ladies Night' to cover women's health topics such as the menopause. Bryan thought that it would be helpful to invite men too so that they could provide better support to their partners during the menopause.

Bryan suggested that any future meetings with patients should begin with a brief presentation on Care Navigation.

Kirsty and Andy talked about the Carer's Coffee Mornings. All those registered as carers will receive a text message or letter inviting them to attend. The practice currently has 400 registered carers and would like to encourage anyone not yet registered to do so. Sue commented on the importance of also involving any young carers.

Fan asked if there had been any progress with the leaflets in Ukrainian to help provide information to any refugees that may settle in the area.

Bryan suggested that patient surveys are utilised more often. Kirsty mentioned that we could use the practice's subscription to Survey Monkey to help with this. The group agreed that it would be good for the PPG to participate in this way. Bryan thinks that we may be able to use surveys that have already been generated by other PPG's. Trevor will ask at the next Gloucestershire PPG meeting on 20.05.2022. In the meantime, Trevor has asked for the group to email him with any ideas for surveys, leaflets or meetings.

The group commented that they seat lay-out in the waiting room was not good and asked if it would be possible for some of the seats to be turned round so that they look out onto the garden. Kirsty and Andy will move them first thing in the morning!

**Next meeting: 6pm at the Devereux Centre on the 9<sup>th</sup> August 2022**