**Midway Patient Participation Group Meeting**

**15th May 2023, 7pm**

Present: Susan Trounce (Practice Manager), Dr Elin Jones (GP Partner), Sarah Beasley, Doreen Beattie, Alison Evans (Secretary), Isabel Reynolds (Chair), Orla Smith

Apologies: Ray Anderson, John Bannister, Susan Brzeski, Sarah Lichman, Michael Nevin, Larraine Peters, Jo Shipman, Peter Walker

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| **Agenda item** | **Discussion** | **Action** |
| 1. Welcome and apologies | ST welcomed everyone.  Apologies were received from Susan Brzeski, Sarah Lichman, Michael Nevin and Peter Walker. |  |
| 1. Previous minutes | No changes to previous minutes. |  |
| 1. Matters arising (including update on action points) | 1. From 5d in the previous minutes, Park Run:    1. This has now been included in the newsletter.    2. Midway is hosting the Park Run on 8th July. The surgery has requested volunteers to support the event. 2. From 6a in the previous minutes, suggestions and comments.    1. EJ reported that the Lodge Surgery has set up IT drop-in sessions in which patients are invited to attend to set up the NHS app, Patient Access and eConsult. She suggested that this might be something Midway could offer. The group agreed.    2. This could take place one Saturday, with members of the PPG available to help registered patients. Oren (the surgery’s IT officer) would be on hand to support PPG members.    3. Such an event would be beneficial as much more access is going online, especially over the next couple of years.    4. Similar to an IT drop-in, there could be drop-in blood pressure clinic to measure patients’ weight and BP, especially as there are members of the PPG who have previous medical experience.       1. EJ reported that the practice should be getting each patient’s BP every year. This is currently at approximately 70% of patients.       2. Holding such a clinic would be a useful information gathering exercise and encourage patients to take responsibility for their own health.    5. Members also suggested that a similar exercise for vaccinations could be held in September to promote flu and Covid vaccinations.    6. ST to consider dates for these drop-ins. 3. From 8b in the previous minutes, the local PPG steering group.    1. ST suggested including the information in the minutes. This is the link to information on the locality patient networks: <https://hertsvalleysccg.nhs.uk/get-involved/patient-groups-and-networks#locality-patient-networks>    2. ST recommended PPG members look at the information and attend one of the meetings if possible.    3. This can be a way to get ideas of how to get the PPG working effectively, increase visibility and to generate ideas that the PPG can help with especially with regards to information gathering.   (Note from AE – the site for St Albans and Harpenden patient group (linked in the above page) does not appear to be currently working.) | ST  All PPG members |
| 1. Update from GP practice | 1. A new pharmacist started at the practice on 16th May (the target is for a team of three). This role will:    1. Review respiratory patients (e.g. those with asthma and COPD).    2. Work with care homes, reviewing medication.    3. Carry out medication reviews.    4. Take on hospital discharge letters that have action for medication. 2. A senior mental health worker has just started, working across the Primary Care Network, with 1.5 days per week at Midway.    1. This worker will see anyone over 18 who has not yet been seen by a mental health professional.    2. Patients will be triaged by reception.    3. Anybody already seen by a mental health professional will be referred back to secondary services.    4. There are also mental health workers available for phone consultation. These can signpost patients to further services.    5. The surgery has very few mental health appointments for children. There are alternatives, such as the WithYOUth programme, working with CAMS. 3. The Covid spring booster clinic is currently running.    1. This is available to over 75s, the immuno-suppressed and those in care homes.    2. The number of vaccines is limited and some of these appointments may need to be cancelled. |  |
| 1. Newsletter | 1. ST circulated the draft of the most recent newsletter. This will be circulated in June and includes:    1. A feature on Dr Jennifer Chui Hom Lap.    2. Updates to procedures on urgent prescriptions to manage those patients who don’t keep on top of timing and repeatedly call the surgery at the last minute for prescriptions.    3. A reminder about a zero-tolerance approach to abuse.    4. Details on park run.    5. A feature on snoring.    6. Surgery statistics.    7. FAQS    8. Book recommendations, as well as several *Did you know…?* panels interspersed throughout 2. The group asked if it is known how many people open the newsletter.    1. ST responded that they know how many are delivered, not opened. There have been requests for paper copies, but no feedback.    2. It was suggested that readers could be canvassed for contributions.    3. A short patient survey could be done to see if people are reading it and what they think.    4. ST said she would speak to Oren regarding metrics on the newsletter. 3. ST reported that there are plenty of articles available for the next newsletter. 4. The group discussed possible features for future issues:    1. Recommendations for podcasts e.g. BBC Radio 4 Sliced Bread, YouTube videos, work by Vik Veer. ST mentioned that the surgery needs to make sure that they are not promotional.    2. A theme, e.g. mindfulness, with relevant articles and links.    3. Update on the death certification process: what to do in the event of a death, and to inform patients about the longer timeframe for getting a certificate.    4. Information on the blood pressure machine loan scheme (£10 deposit to borrow the machine for a week).    5. Statistics on the number of patients that the surgery has, compared to the past.    6. A newsletter item on the pharmacist team. | ST  EJ  ST |
| 1. Website | 1. ST reported that Sarah Lichman and Peter Walker had done a thorough review of the website, a report on which is below:   *Sarah and I met on the 20th March to navigate around the website from a patient perspective and submitted our first thoughts to Susan. It was by no means a comprehensive evaluation and it was only two people’s views !!*  *Susan and Oren responded to each of the individual points we raised. Many of our suggestions have either been delivered, others are “work in progress” and some were felt not to be necessary or appropriate.*  *Sarah and I met again on the 5th May to reflect on the responses and give further detail where requested.*  *It would seem that there is a consensus that FAQ’s would be considered a useful addition for Patients and we feel it would be helpful if the content for those could also be “brainstormed” at one of our PPG meetings to try and capture all the relevant topics. (We believe the focus, at least to begin with, should be on areas associated with the running of Midway rather than all encompassing across health care.)*  *We very much appreciate how our comments were received and we are grateful for the comprehensive responses given.*   * 1. It was reported that the site worked better on a phone or tablet, rather than on a PC.   2. SL and PW had suggested a FAQ section on the site, but the practice felt that was already covered in the newsletter. The group asked which FAQs, so for clarification it was suggested that this be added to the agenda for the next meeting.   3. Many of their suggestions have already been actioned or are in progress. | AE |
| 1. Suggestions and comments from PPG patient members | 1. IR asked, as the surgery expansion is on the backburner, what the possibility might be of using a portakabin instead.    1. EJ responded that it had been considered. ST added that the surgery had opted instead for low-level internal modelling and is awaiting national funding to digitise the paper notes that are taking up space that could be better used.    2. EJ added that the surgery is currently limited to only two trainees due to lack of space. |  |
| 1. Action plan for next meeting | In addition to the points noted above:   1. EJ reported that she is planning to invite the Social Prescriber to the next PPG meeting | EJ |
| 1. AOB | There was no AOB. |  |
| Date of next meeting | Tuesday 1 August 2023, 7pm |  |