

Bennfield Surgery Patient Participation Group

Minutes of the meeting held on Tuesday 24 October 2023 4pm at Bennfield Surgery

- 1. Present:** George Baxter; Terry Bell; Liz Evans; Danuta Freeman; Cathy Heatley; Eric Wood and Martin Saxby – Chairperson
- 2. In Attendance:** Kayley Delaney – Practice Manager; Jane Gardner – Office Manager; Dr Chris Williams – Partner.
- 3. Apologies for Absence:** Carole Jarman, Eileen Head; Anne Jones, Christine Batchelor, Naz Malik; Fiona Philips.

4. Chairperson's Remarks

Martin welcomed everyone including Liz Evans, a potential new member. (At the end of the meeting she confirmed her willingness to serve.)

The Chairperson reported on the Healthwatch Warwickshire public meeting last week looking at concerns about health and social care services in Rugby.

- 5. Minutes of the meeting held on 6 July 2023** were approved.

6. Matters Arising

5.1 Names & contacts details of Rugby PPG chairs – Kayley agreed to get these for the Chairperson. **ACTION: Kayley**

6 x Online appointments. Eric asked if this had been actioned. Dr Williams advised the partners had decided not to pursue because of concerns of appropriate access to appointments.

9 Gym membership eligibility on Newsletter and Web site – this had been overlooked and was agreed to inform Sarah and add next time. **ACTION: Kayley/Jane**

7. Doctor's Update

Dr Williams gave an update:

Dr Tripp has settled in well and has been well received by patients.

The practice is resisting and struggling over issues related to enforced contracts related e.g. to the NHS App and confidential patient records.

COVI and Flu jab programmes have been running successfully.

The trial of a new appointments process had to be abandoned because of the problems it raised.

Martin asked about making the telephone process easier for young patients with mental health issues. Dr Williams played the current phone message and suggested making some changes in consultation with the partners. **ACTION: Dr Williams**

The partners are keen to be a "GP heavy" practice – this was welcome by PPG members.

Our Nurse Practitioner will be greatly missed but a replacement has been appointed.

The challenges of medication reviews and the shortage of Pharmacies was discussed.

8. Practice Update

Kayley and Jane gave an update:

Progress with COVID and Flu jabs

There continue to be 3 telephone receptionists at peak times which is helping.

Dan Cleminson on the admin team has now been appointed as Deputy Practice Manager.

9. Digital Inclusion

NHS England recently issued “10 Top Tips” guidelines for GP practices supporting digital inclusion. The practice’s approach was discussed. Eric Wood highlighted that local Integrated Care Boards (ICB) should be giving support in this area to the practice but the practice staff and Dr Williams informed us that they received very little support of any kind. Eric suggested, and it was agreed, that Martin (as Chairperson) should try to coordinate a response to the ICB from all the PPG Chairs in Rugby. Kayley will let Martin have contact details of the Chairs.

ACTION: Kayley & Martin

It was also agreed to check and revise our web site statement in include a suitable version in the next Newsletter.

ACTION: Kayley

10. GP Patient Survey

The results of the 2023 GP Patient Survey for Bennfield Surgery were reviewed and were generally encouraging.

11. Practice Newsletter

The recent Newsletter was reviewed and members felt it was good. Martin thanked Sarah for the excellent production and stressed the need for good relevant content. The member asked for their thanks to be conveyed to Sarah.

ACTION: Jane

12. Any Urgent Business

None had been notified

13. Date, Time and Venue of next meeting

This was confirmed for Tuesday 27 Feb at 11am at the Surgery.

Signed: Martin Saxby

Date: 27/02/2024