

Bennfield Surgery Patient Participation Group - Tuesday 9 July 2024

AGENDA

4pm at Bennfield Surgery

1. Welcome and Apologies

Present

Terry Bell, Liz Evans, Danuta Freeman, Steve Hall, Anne Jones, Martin Saxby, Eric Wood, Edwin Baughan
Bennfield - Jane Gardner, Bennfield - Dan Cleminson, Dr Chris Williams.

Apologies

George Baxter, Eileen Head, Cathy Heatley, Fiona Philips, Naz Malik

2. Approval of Minutes of meeting held on 27 February 2024

The circulated Minutes of our previous meeting were unanimously approved.

3. Matters Arising

There were no Matters Arising

4. Chairman's Update on Rugby PCN & PPGs

Progress has been made and Martin reported that he had received 7 responses from the 12 Surgeries. Further to this he has discovered that South Warwickshire has an active group including ICB and Healthwatch etc ... Martin has been invited to attend their next meeting on the 18th July and will report on the outcome of this at our next meeting.

Action: Martin to report back at next meeting

Proposed way forward

In addition to this ongoing work, it was thought that approaches should be made towards the political leaders of all parties after the recent changes in the political landscape.

It was suggested that we should try to establish a way forward for shaping some kind of 'holistic' health forum across the healthcare spectrum.

Action: Martin and Eric to talk further

5. Doctor's Update – Dr Williams

The changing staffing situation within the practice is ongoing:

Our new Lead Nurse Philippa is settling in well and receiving positive feedback in each of the aspects of her role. As well as being the senior Diabetic Nurse she is taking on responsibility as the first point of contact in a primary care practitioner role.

Tom (Physiotherapist) is leaving the practice but the aim is to appoint a replacement relatively quickly i.e. within a couple of months.

Dr. Docherty is now settling into his retirement.

There has been 'big shift' in the practice over the past 2 years with Dr Barnes now serving as the senior doctor. Dr Busby has been at the practice for 6 years and Dr Williams for 4 and a half years.

Dr White has now returned after serving elsewhere for a period but she is back now and settling in well as is our salaried Dr Tripp.

There are no more changes envisaged in the next 5 years

Diabetic Reviews

Changes to the carrying out of Diabetic patients' reviews have been published and notified to all patients affected by the changes. There have been a number of patients who simply have not attended the previously arranged appointments. Now, fundamentally, before a review appointment is made, the patient will need to undertake a Blood and Urine Test, report their own Blood Pressure status and their weight. Once these are received by the practice an appointment will be issued in due course. This is a significant streamlining of the system and it seems to be working well so far.

6. Practice Update – Dan / Jane

New Phone System feedback – Dan

The new system provider has had to be approved by the NHS.

The call-back system has been set on the basis of how long the caller has been on line. Waiting for a call-back does not change the position of the caller in the order of waiting for a response. Once the call-back process begins, 2 call-backs are attempted and if there is no response after 2 calls, the line will be dropped.

The new system has been operating for two weeks and it appears to be working well and being well received.

A question was asked concerning the status of the Walk-in Centre at St Cross. It was reported that care was needed when accessing this centre because it is purely nurse-led and generally without the support of doctors. It was recommended that the 111 telephone service is the best approach for potentially more serious situations.

Practice Newsletter

A link to the Practice Newsletter is sent by text whenever a new edition is released. It is also available on the practice website.

7. Patient's Issues

An ongoing situation has arisen where a patient had requested a specific doctor and had received conflicting information which he found distressing. Dr Williams is investigating this directly and this will be followed up outside of the PPG meeting.

Action: Dr Williams / Dan and Jane to follow this up

8. Papers for Consideration - attached

"One Size Does Not Fit All" – guide to patient engagement

Dan highlighted the difficulty of communicating across the whole demographic range covered by the practice i.e. young and old as well as differing ethnic groups.

Expanding the constituency of the PPG could help but this would mean revisiting the make-up and timings of the PPG meetings such as whether it should meet outside of 'office' hours; should there be more 'open meetings'; should there be more use made of social media etc.... Eric suggested Martin to make a bid for funding when meeting the councillors to develop outreach to other community groups?

Action: PPG to continue to give thought as to how we can develop a more 'inclusive' group.

A question was raised concerning what could be done for younger people who were reticent to contact a doctor for any number of reasons. It was reported that a "third-party consent form" was available from the practice to allow a trusted adult to represent the needs of the young person.

Action: This should be highlighted in the next Newsletter

"Seeing the Same GP is Good for You" – the importance of continuity of care

Seeing the same GP is a wonderful aim and it is desired by both patients and the medical profession. However, there are great difficulties in patients' being able to see a designated doctor because of the availability, or lack thereof, of appointments with the specified clinician. It is unlikely that this issue will be resolved in the near future but it was accepted as a general principle wherever possible.

9. Any Urgent Business

There was no urgent business

10. Date, Time and Venue of next meeting

It was requested by Dr Williams that future meetings should be held on Wednesdays at 4.00pm. After the meeting it was decided that as Jane does not work on Wednesdays the meetings will remain on Tuesdays.

Action: Date of our next meeting has been confirmed for Tuesday 19 November 2024 at 4.00pm