

Bennfield Surgery - Patient Participation Group

Notes of the meeting held at Bennfield Surgery at 11am on Tuesday 27 February 2024

Present: Liz Evans, Danuta Freeman, Steve Hall, Anne Jones, Martin Saxby (Chair), Dr Chris Williams (Partner), Eric Woods, Kayley Delaney (Practice Manager), Dan Cleminson (Deputy Practice Manager), Jane Gardner (Office Manager)

In Attendance: Vina Fatania, Engagement and Outreach Officer of Warwickshire Healthwatch.

Apologies: Christine Batchelor, George Baxter, Terry Bell, Eileen Head, Cathy Heatley, Naz Malik, Fiona Philips.

Resignation: Carole Jarmon

1. Welcome & Chairperson's Remarks Martin (chair) welcomed Steve Hall to his first meeting and Dan Cleminson who, as Deputy Practice Manager, will be covering for Kayley during her maternity leave. Kayley was congratulated by the members.

Martin reminded everyone that the effectiveness of the PPG depended on the goodwill of the Practice and the full participation of the members.

2. Notes of meeting held on 24 October 2023 - these were agreed with no amendments and signed by Martin.

3. Matters Arising

6.5.1 Martin shared his frustration at his attempts to discover the identity and contact details of all the PPG Chairs in the Rugby PCN. Several Practice Managers have been unhelpful, he has identified 4 chairs (out of 12) but one of those is not overly interested.

6.9 gym access now appears on the Practice website.

7 the automated telephone answering message has been updated. Martin thanked the Practice and made a further minor suggestion. (This was actioned within 48 hours – thank you!)

4. Warwickshire Healthwatch – Vina Fatania – Engagement & Outreach Officer

Vina gave an interesting overview of the work of Warwickshire Healthwatch and took several questions from members of the PPG.

Vina informed us that in the south of the county there was an effective regular meeting of PPG chairs.

Eric expressed the concern that the ICB is unelected and not democratically accountable. This concern was felt by all.

In further discussion of how to get PPGs working together in Rugby and trying to exert some influence on ICB and elsewhere, Eric suggested RBC could be asked to write to all Practices requesting PPG chair details.

ACTION: Martin to pursue with Eric

5. Doctor's Update

Dr Williams gave an update and informed us that Dr Docherty would be retiring at the end of June. A replacement GP has already been appointed and will be named in due course. The new GP is female which will give a good balance to the GP team.

Dr Williams explained that the practice is always thinking about access to services and appointments and once the new GP has settled in, they intend to review the use of online features of ACCURX.

6. Practice Update

Dan reported on staff changes – including a new Advanced Clinical Practitioner and Lead Nurse, Philippa, who replaced the Nurse Practitioner. There are 2 new registrars and another more experienced one coming shortly.

There is now a GP Assistant providing admin support for the GPs.

Bennfield has a new telephone provider/system and it is hoped this will lead to less time spent waiting on the phones.

Members asked question around the availability of Face to Face appointments (Liz) and Clinician of Choice (Eric). Dr Williams explained the improvements in these areas but also expressed the limitations due to pressures on Doctors.

Patients will be informed of the changes of staffing and other new developments in the next Newsletter due out soon.

ACTION: Jane and Sarah

7. Patient's Issues

- Anne Jones asked about the level of availability of appointments and its effects on staff and patients. Dr Williams explained that the BMA recommends a GP has 25 appointment per day, but that they are seeing more than double this and working 12-hour days. There is a duty doctor for each day of the week and they are experiencing great pressure. The members expressed their concern for the pressure on staff.
- Martin asked about the possibility of the phone lines being open from 8am and Dr Williams explained this was a financial issue and would need additional funds to resource it.
- Steve Hall raised a question about the scheduling of regular medical checks and suggested that if the time periods were changed, as he had experienced recently, it would be advisable to inform patients to manage their expectations. This was agreed by all to be wise.
- Martin asked what specifically the PPG could do to help the practice. Dr Williams said our feedback was valuable, including on what they have done well! He said it was good for us to keep suggesting ideas, even if they turn out not to be possible to implement.
- It was recognised that both staff and patients were under increasing stress and that that didn't always bring out the best in them. It was suggested that in the next Newsletter Martin could write something about appropriate behaviour of patients towards staff.

ACTION: Jane and Martin

8. Date, Time and Venue of next meeting

After conferring in the meeting, this was agreed after the meeting by Jane and Martin and fixed for: **Tuesday 9 July at 4.00pm at Bennfield Surgery.**

Signed: Martin Saxby

Date: 9 July 2024