

Minutes of Kingswood Health Centre Patient Participation Group (PPG)

Held on Tuesday 18th May 2021

Chair: Gerry Wiltshire (GW)
KHC Present: Dr Emma Williams (EW)/ Robyn Clark (RC)
Minutes: Beryl Cains (BC)
Members Present: Margaret Adams (MA) Steve McMahon (SM), Beryl Cains, Dave Jenkins (DJ), Helen Gleed (HG).

Apologies: May Diorazio (MD), Margaret Lee Sze Tsiok (ML), Nicole Canty-Davies (NCD)(KHC), Lyn Jefferies (LJ), Marina Davis (MD).

Welcome and Introductions

Gerry welcomed those in attendance and every member introduced themselves, a special welcome extended to returning member Helen Gleed.

Matters Arising from Last Meeting

No matters arising from the AGM, but MA raised question from informal meeting re: invites for quest speakers to PPG meetings. Which GW advised this would be discussed later in the meeting. Minutes were deemed correct with a unanimous vote

New Business

1 – Concerns re: appointment system. DJ raised concerns of people who have been speaking to him re: KHC appointment system. Patients concerned KHC not wanting them to ring on a Monday also expressing how hard it is to get an appointment. Patients are asked to ring every day. Patients are then given a phone call appointment to then be asked to attend the surgery, this feels like it uses a double appointment. Some patients are asked to ring 111 who then tell them to ring the doctor. This appears to be causing a lot of distress amongst patients who get used to seeing the same doctor and feel confident with them and like the continuity of care that they have always received from KHC. DJ was keen to make sure that this was not seen as a criticism but a constructive viewpoint about system.

RC – response – appreciate where these feelings come from – Over the past year the same day model and having the same doctor, along with forward appointments has been difficult, especially if the Clinical staff went down with Covid.

As from June 1st patients will be able to prebook face to face appointments but will still need to telephone first. Demand on services has increased as Covid calms down, with a large volume of people wanting to book appointments.

SM – asked if the PPG should be involved in the process of this new protocol. RC explained that the GP's have had a meeting, made their decisions but was happy to share.

EW – Emma explained that some patients are happy with telephone appointments and to be signposted to correct person or process. It is essential to keep balancing the risk in seeing people and to keep reviewing things.

HG – expressed the need for someone who is in pain to have a quicker appointment

RC - informed the group that there is a list of ailments that Doctors will see straight away

GW – expressed that we are in a transition period

2. COMMUNICATION – GW had sent an email on behalf of the PPG to RC and NCD concerning communication updates being sent via technology. There are patients who are not receiving updates as they do not have the appropriate technology.

RC – responded by saying that during the pandemic communication has been via Website, Facebook and Text although appreciates that some don't have these abilities. Possibly more updates through KHC Newsletter and also looking to PPG for suggestions.

SM – don't know answer.

HG - asked do we know the numbers (%) of patients who do not have the technology. So that we know how many patients may need the information in an alternative way. Discussed possibility of having a team to post.

RC – commented we can only drop to registered patients. We would need a list of people to receive posted updates

MA – discussed the possible cost of postage. Maybe this could be included as part of PPG fundraising in future.

3. SURGERY UPDATE - Emma Williams PPG GP Lead gave a run down of all the current Clinicians. 10 GPs, 2x Paramedics, 2 x Nurse Practitioners, Recently qualified trainee doctor, Physician Associate (specialising in mental health) Physio for two days a week, Pharmacists x 2.

The doors to the surgery are open now and you no longer need to ring the bell.

Vaccination Clinics running well – age30+ next week

Flu Vaccinations program as usual in September

4. PPG Banner discussed – RC informed group the quote for it has been agreed and the PPG need to design it.

5. PPG Newsletter discussed. There has been ongoing discussion in the informal meetings around the style and the content. Agreement that we should get this completed as soon as possible. SM to send out to BC to review and complete. There would be a great opportunity to give these out at our own vaccine clinics.

AOB.

MA – queried at what age are young people able to join the PPG.

16 or 18. Gerry will look into this.

Discussion re: speaker to be invited to the next meeting. The suggestion was to invite the Physician Associate when she is available. GW to look into this.

Dates of next meetings

22 nd June 2021	13.00 – 14.00	Informal Meeting
20 th July 2021	13.00 – 14.00	Informal Meeting
24 th Aug 2021	13.00 – 14.00	Agenda Pre-Meet – GW. MA. SM only
21 st Sept 2021	13.00 – 14.00	PPG Formal – all (possible face to face)
19 th Oct 2021	13.00 – 14.00	Informal Meeting
16 th Nov 2021	13.00 – 14.00	Informal Meeting
21 st Dec 2021	13.00 – 14.00	Christmas Mince Pies ? Surgery or Zoom
4 th Jan 2022	13.00 – 14.00	Agenda Pre-Meet – GW. MA. SM only
18 th Jan 2022	13.00 – 14.00	PPG Formal AGM