

Minutes of Kingswood Health Centre Patient Participation Group (PPG)

Held on Tuesday 21st September 2021

Chair: Gerry Wiltshire (GW)
KHC Present: Dr Emma Williams (EW) (Katie Brackston by Zoom)
Minutes: Beryl Cains (BC)
Members Present: Margaret Adams (MA) Steve McMahon (SM), Beryl Cains (BC), Helen Glead (HG) Marina Davies (MD) May Diorazio (MDI) Terry Ross (TR), Dave Jenkins joined us on Zoom but this was not successful and had to leave.

Apologies: Margaret Lee Sze Tsiok (ML), Lyn Jefferies (LJ). Robin Clark (RC)

Welcome and Introductions

Gerry welcomed those in attendance to the face-to-face PPG Meeting. Every member introduced themselves.

Matters Arising from Last Meeting

No matters arising from last meeting
Minutes were agreed and deemed correct

Surgery Update (EW)

Update on Staff

Aleesha Paramedic Practitioner – on Maternity Leave
Claire Fry – Filling in for Maternity leave
Simon Hall – GP Trainee
Katie Ash – newly qualified GP – 3 months
Dr Hussain – Been at KHC for 18 months and is going to be a permanent GP

New Appointment Booking System from 6th September 2021

Patients are now able to book 2 weeks in advance, have a choice of face to face or telephone. Patient Care Navigators will advise if they think patients need to come in for appointments. Doctors' appointments are now 15 minutes. Covid Systems – Patients to call first and there is a Covid safe room.

Discussion took place on difficulties that some patients have ringing at 8am in the morning to book appointments all urgent appointments would be seen. A suggestion from the members for people with Mental Health problems or having difficulties in making appointments if there could also be a time in afternoon to be able to call in. i.e. 12.30pm or 2pm. EW will take comments back to surgery.

MD – brought up about people without technology. EW asked how would she best be communicated with. A suggestion was to use Newsletter with information. Ask RC to send information by post to May.

MA – shared that from the 22nd April 2022 - CCG are being disbanded, encouraging all systems to become more integrated. All services to work more together. MA asking who is going to control this she has been unable to get more information about this from the chair of the Over 50's (Margaret Snook) who brought this to her attention.

GW - STAR – (Share, Talk and Remember) Bereavement support. GW has completed the course on how to run these groups. BC also completing course in October. Considering running a group at KHC. GW asked for anyone who may be interested in helping with this group to let her know. HG said she would be interested. MD happy to help with making refreshments. We would follow Covid procedures to keep everyone safe. GW to follow this up.

SM – The Banner for surgery to advertise PPG is still not ready. All that needs to be added are our contact details. SM to complete.

SM – Walking Group – SM shared that prior to Covid there had been discussions about a walking group. To take place at Kingswood Park and that KHC Staff were keen to join at the time
GW – commented that walking is good for Mental Health. EW – asked about other walking groups in the area – and had he linked up with Social Prescribing. It's believed that Friends of Kingswood Park organise a walk – find out when they do their walks? SM to look into this and organise a walking group

Christmas for Staff at KHC

GW suggested it might be a good idea to have a Christmas coffee morning for the staff at KHC. Somewhere around the 21st December. What time? This needs to be discussed with RC

Katie Brackston Physician Associate

KB – gave a great presentation on the role of a Physician Associate. The role helps to free up time for the GP's. Involved with many aspects i.e., Diagnose and Manage Patients, Chronic or Acute illnesses, Take Histories, examine patients, can order bloods. Focus on Mental Health, anxiety, depression reviews, appointment are times 20mins. At present Physician Associate is not able to prescribe.

GW – Confirmed that Navigators job title is Patient Care Navigators and not Healthcare Navigators. Navigators are good at Signposting and directing patients quickly to the appropriate appointment or service.

Next formal meeting is on the 18th January 2022.

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