

St Wulfstan Surgery
Minutes of PPG Meeting
25th February 2020

Present: Alan Boyland (Chair), Nigel Rock (Vice-Chair), Brian Cobb, Sandra Rice, Graham Rice, Charles Henshaw, Averil Kennedy, Jean Blake, Jane Tuck (Galanos House), David Powell-Tuck, John Veasey, Grania O’Mahony (GP Partner), Tim Coker (GP Partner), Faris Al-Ramadani (GP Partner), Lindsay Ward (Practice Manager and Secretary), Jane Wolstenholme (Receptionist)

Apologies: Mark Hancock, Anna Walford

Item	Discussion	Action
<p>Matters Arising</p>	<p>Care Companion: We have promoted Care Companion. Nigel reported that leaflets have been sent to the Council.</p> <p>Expanding PPG: discussion about how we attract a broader range of members, including younger members. It is important to know their views.</p> <p>Primary Care Network (PCN): Faris explained that the aim of the PCNs was to get practices working together. The work involved in the PCNs, including alignment of services and attending meetings impacts on the GPs partners’ and the Practice Managers’ time.</p> <p>St Wulfstan recognize the vital role of our PPG. Our PCN (comprising St Wulfstan, Southam, Harbury, Kineton and Fenny Compton) would like to get PPGs together, virtually or face to face.</p>	
<p>Community Eye Service</p>	<p>Feedback was presented by members of the group about this service. Despite the service’s aim being that patients are seen at more convenient local venues, rather than travelling to Warwick Hospital, patients are only seen in Wellesbourne or Stratford, with no South Warwickshire locations.</p> <p>Concerns about the service included:</p> <ul style="list-style-type: none"> • More appointments needed per patient • Lack of relevant equipment • Clinicians had no access to previous history. • Records were incomplete. <p>The matter has been raised previously with the CCG, who said they were unable to investigate without specific patients’ details. Faris will follow this up with the CCG.</p>	<p style="text-align: right; color: red;">FAR</p>

Locum GP	Dr Deena Mistry is currently on maternity leave. Dr Jethro Turner will be joining us on 19/03 to provide maternity cover. The group sent their best wishes to Deena.	
Telephone System	Feedback from the group included dislike of the mechanical voice. Unfortunately, we cannot change this as it is a CCG-procured system. We can, however, change the accent. The on-hold music was also discussed. Vicky will send a weblink via text message to PPG members with 4 pieces of music and collect votes from group members.	VMcA
e-consulting	<p>This is a new service being introduced nationally with the aim of reducing face-to-face consultations. The CCG has contracted with e-consult to provide the service for local practices for three years.</p> <p>Patients can submit a secure query to the GPs via the practice website and receive an electronic response by the end of the next working day. The new system may reduce workload but, as the practice always ensure they are able to meet demand, it may not be particularly useful for our patients. We will introduce 2 of the 4 different functions: 'I want help for my condition' and 'I want general advice'. We will not initially enable the admin function as we are not able to turn off the module that allows patients to request sick notes online. We will also not enable the module for paediatric enquiries as we do not believe this is the best way for parents to contact us about poorly children.</p> <p>The system includes a red flag warning for serious illnesses which redirects patients to more appropriate services such as 999. The System goes live on 13/03/20 and we would welcome feedback at the next meeting.</p>	
Voluntary Drivers	No report as Mark not in attendance	
South Warwickshire Public and Patient Participating Group (SWPPPG)	Alan ran through the results of the 2019 survey completed by South Warwickshire PPG Chairs, which was commissioned by the local Clinical Commissioning Group. 15 PPG Chairs responded to the 36 questions posed. The survey findings were that, on average, PPGs meet 4 times per year and have between 6 and 20 attendees. Members are recruited via word of mouth, practice websites and notices in the surgeries. The groups that are underrepresented include different ages, ethnic minorities	

	and those with long term health and mental health conditions. The groups discuss a variety of subjects including patient feedback, research updates and local practice issues. Key findings included a perceived lack of sharing of initiatives, desire for use of plainer language in reports and PPGs feeling undervalued by the CCG.	
Feedback	Nil	
Any other business	Galanos House have developed a new Community Hub. Jane will get the keys this week but the official opening is in April. The building has a large hall, restaurant, treatment rooms, counselling room and a café. A bus may be available for visitors. Practice staff are welcome to visit.	
Date and Time of Next Meeting	Tuesday June 2nd @ 12.30. Postponed until Wednesday 5th August @12.30pm. Virtual meeting via Zoom	All