

Hanham Health PPG

Notes of the last meeting held on Monday 4th March 2024

Present: Alex from attached Pharmacy, Dr Jane Ayers, Andy Mintram, Kelly Cole and Jess from the surgery. Tony Spreadbury – Chair, Ray Garmston, Sarah Warren, Judith Norley, Jean Armstrong, Heather Thomas and Margaret Slucutt.

1. TS welcomed everyone to the meeting.
2. TS welcomed **Alex from Shaunaks**. TS said he would like to invite Alex to our meetings for a short session so we could build a relationship with the pharmacy.
Alex shared he had been at the Pharmacy for 2 months. It is a very busy pharmacy. He would like to reduce the urgent prescriptions with better information about when to order.
Alex shared that Pharmacy First was available as a new service to take the pressure off GP services for more minor health issues for which they could prescribe or guide patients to the best service for their needs. It is available Monday to Friday 9am – 6pm. Patients can be referred to a GP if necessary.
Alex would like to ensure patients give 7 days from ordering a repeat prescription to collection.
KC said there was a list of medications that can be re-organise as urgent.
TS asked about stock levels. Generally, stock can be delivered the next day but there is a shortage of some medications and alternatives will be found where appropriate.
The Pharmacy can take telephone calls about repeat prescriptions.
AM said if members of the PPG could raise questions regarding the pharmacy before the next meeting that would be helpful.
Alex was thanked for attending as agreed to attend the PPG next meeting.
3. **Matters Arising** - TS introduced Jess who is a GP ‘trainee’ at HH for 6 months. (A qualified medic looking at specialising as a GP)
Data collection. AM said that data on missed appointments, etc will be available but there are still some issues with Anima they were trying to resolve. They were also trying to ensure the accuracy and

capacity of the information which is being checked. AM hope there would be some data for the next meeting.

4. **NAPP** – AGM minutes had been circulated.
5. **Practice Update** - The number of patients registering with Anima is going up, currently 20,000. Some members said that some patients were still having issues with registering. AM shared that the surgery passes issues to Anima and then they contact the patient with the registration issue.

Most surgeries now have an electronic service but not at St George's in Whitehall.

It was asked what happens at 5pm on a Friday. There is not emergency/urgent appointments after 3pm. However the clinicians will check there is nothing waiting that is urgent after this time.

The surgery can say when it cannot take any more questions via Anima. This is to ensure clinical safety.

Blood tests can be requested via Anima but also booked directly with the reception team (as with all nursing service appts). The surgery is exploring the extended use of Self booking links sent to patients via Accurx.

Some telephone conversations with a clinician needing to be face to face is offered. The surgery is looking at providing more face to face appointments, which GPs would prefer but it is about capacity.

It was asked what happens if one cannot open 'the plan' via Anima. SW asked if the same system would be used for families where a child's parents live apart and needed an appointment. This might be the case of a relative for an older person.

Pilning surgery is merging with Almondsbury from 1st June. There is one contract for Hanham Health and another for Pilning and Almondsbury.

Recruitment - There are 2 GP's starting and a Nurse Practitioner.

In answer to a questions about sessions a GP works up to 9 sessions a week and NHS calculate on 100 patients per GP if working full time.

Receptionists – 2 new ones have started and one is retiring.

2 Secretaries and a Admin team leader are being advertised.

At Hanham Health receptionists are being trained in how to cope with abuse from patients.

Jess said she was finding it a positive experience.

Kelly reported that a new telephone system should be in place by the end of April.

Covid vaccinations will start again in the spring.

6. **Health Watch** – Anna King will be invited to share with us in May
It was noted that after trying to make contact with Alison Wilmott, who had been on the PPG they had received no reply so she will be removed from the PPG list after the May meeting.
7. A joint meeting with Almondsbury Practice is booked for Monday 8th July at 6pm.
8. **Walk and Talk** – the next walk will be 8th April at 1.30pm
9. **AOB** – It was asked if the surgery does personal counselling. It was thought that the MH practitioner might be able to help or there is NHS Talking Therapies.
Each member of the PPG was given a leaflet on Live Long Better online programme.
Jess was asked how we get the voices of young people on the PPG.
- 10** The date of the next meeting is **Monday 13th May 2024 at 1.30pm**