

## Hanham Health PPG

### Notes of meeting held on Monday 13<sup>th</sup> May 2024

**Present:** Tony Spreadbury, Alex – Pharmacist, Heather Thomas, Dr Jane Ayers, Andy Mistrum, Kelly Cole, Ray Garmston, Sarah Warren, Judith Norley, Jean Amsbury, and Margaret Slucutt.

**Apologies:** Sam Pearce

1. TS welcomed everyone to the meeting
2. Matters Arising – Data Collection (this included items for AM as he had to leave to attend another meeting.

AM said that he was beginning to get data that could inform the practice, which where relevant, he was happy to share.

HH was seeing/ responding to between 1400 and 1500 patients a day.

JA said that from the Anima request clinicians could in some cases respond with a prescription without further consultation, on-line or in person.

Unfortunately, patients with non-urgent requests could be waiting up to 10 weeks for a triage response and then it might be 4 weeks. HT said she would revert to calling 111 who could then get an appointment for her.

Currently this is three weeks and is about the same across the BNSSG area.

There was then a discussion about **Anima** including RG asked that the process should be longer on the in-surgery screen, JA asked whom she could contact regarding issues with difficulty in registering on-line via Anima to which she was told that Lorraine would help as soon as back from sick leave or someone in the practice.

RG thought there were issues about a lack of education.

The meeting was told that that Anima is paid from the Central Framework.

**CQC** – A draft report from CQC specifically looking at access has been received. Overall it was rated as good but there were some

improvements needed including engaging with patients on the phone system and Anima.

This rating should be put on the website.

The new phone system – this has been promised but should be installed this week. It will mean that people ringing can press a button to get a call back rather than waiting (note this is a facility that the practice will look to switch on at some point in the future and is not a standard feature).

JN shared an email/letter she had received from the Clerk to the Hanham Parish Council who having difficulty getting a response to their questions. AM said that he had spoken to the Clerk.

AM left the meeting.

### 3. Alex – Pharmacy

Things going well. The request to see a Pharmacist were running at 6 – 7 a day. Home delivery was more pressured due to the distance sometimes required. It was explained that requests could come from anywhere it did not have to be from HH patients. The service is free but some pharmacies charge including Boots. Some deliveries are urgent.

### 4. NAPP – There were no comments.

5. Letter from Partners. TS was keen that it went to all patients. It still has to be emailed or text but the meeting was keen people not on-line received it too. It was decided to see how many patients need the letter sent by post before making that commitment.

It also needs to go on the HH website and Facebook page.

AM still to agree sending the letter out.

Members of the meeting felt that is Sam Pearce can send out a note regarding Bereavement Training then why not from the surgery.

MS explained this training was to enable local support from people who had been bereaved as it gave local support from those who had found solutions. It was not a course to be a qualified bereavement counsellor. However MS explained that to run a group funding would need to be found if a venue could not be found for free. She said that it has been successful in Bristol but with less take up in South Glos.

6. Sam Pearce – 4PCN Community Engagement Officer. As noted she had given apologies.

7. CQC Inspection – mentioned above.

8. Hanham Parish Council – As mentioned above.

9. Practice Update – KC shared that as mentioned last time 1 GP has started and 1 joining soon.

Nurse Practitioners – 2 joining shortly

Paramedic interviews are happening.

Receptionists are still required. 1 came and 1 left. 24hrs a week based mainly at Oldland surgery but working across the two practices.

5 more receptionists required.

A secretary for 20hrs has been advertised. This post with two others are being slightly restructured so they can cover one another. Therefore the PA for the GP's will be merged with the lead secretary and the vacancy.

A new Admin person is starting and will be full time.

There is a student on placement working in HR. It was questioned whether HR support was given from an external company. KC said for advice if required. The meeting thought with potentially 150 staff there should be an HR section with a qualified HR specialist.

10. Anna King – No response received.

11. Walk and Talk on Monday 3<sup>rd</sup> June at 1.30pm from HH.

12. AOB

a) Alison Willmott it was felt should be removed as a member of the PPG.

b) MS asked about the recording of flu and Covid jabs on our records. Flu jabs are recorded by the surgery but Covid appears to go through a third party to be recorded.

c) RG questioned why minutes are not always up to date on the website.

d) Can the PPG computer be used to check for info. No

e) Jean asked if you can get an appropriate covid update – NO

SW asked about the Leg Club. KC it was a leg club but a hub to organise dressings and treatments.

Date of Next Meeting. Monday 22<sup>nd</sup> July – cancel the June date you may have as TS is away.

The meeting was then closed.