

## Hanham Health PPG

### Minutes of the HH PPG meeting held on Monday 22<sup>nd</sup> July 2024 commencing at 1.30pm

**Present:** Tony Spreadbury, Sarah Warren, Heather Thomas, Ray Garmston, Judith Norley, Jean Amsbury Kelly Cole and Margaret Slucutt.

**Apologies** from Andy Mintram, Alex from the Pharmacy, Dr Jane Ayers

1. **Welcome** – TS welcomed everyone to the meeting.
2. **Matters Arising** –
  - a) Data Collection / Standard Report – **KC to email to members once received from AM.**
  - b) Anima – Patients can ask for help from reception staff to make an appointment via Anima both on the phone and in person. Appointments for blood test, nurses dressing changes etc can be made directly with the reception team or via Anima. RG felt staff should have had training before Anima was rolled out. KC confirmed they had.
  - c) CQC – no further information
  - d) New phone system – this is working well. The ring back system has yet to be instigated, this will be during the autumn.
3. **Alex** – The Pharmacy Manager could not attend. KC reported that the Pharmacy First service, where a patient is referred to a pharmacy rather than a GP was proving successful. 92% of patients referred were seen by a pharmacist.
4. **Sam Pearce** - Unwell so to be rebooked.
5. **HealthWatch** – Anna King has not responded. To be rebooked.
6. **Hanham Abbotts Parish Council** – Discussions requested have still not taken place with the surgery. PPG expressed concern at the Surgery not responding. It was requested that the situation is

resolved before the next Parish meeting on 3<sup>rd</sup> September. **Action KC to pass on to AM or Partners.**

7. **Practice update** – AM, Executive Manager, is leaving the surgery in October. KC shared that the structure is

Partners



Executive Manager



Managers of sections of the surgery.

KC said Recruitment is slightly improving.-

A Paramedic has been appointed,

A GP has been appointed for 5 sessions a week and will start in September. (9 sessions is full time)

A Nurse Practitioner is appointed.

Paula Peck is retiring and Dr. Chris Palmer is leaving

3 receptions have been appointed covering 70hrs per week but this required the remainder of the hours to be filled by another 2 receptionists.

A Secretary has been appointed for 22 hrs and will commence in September.

Admin interviews are continuing to cover 60hrs

The Admin Leader, Helen, is moving roles.

There was concern voiced by the patients in the PPG that KC undertakes a full-time role in three days.

KC reported that under the surgery requirement to provide an extended surgery a Nurse lead service is provided on a Saturday morning by appointment only.

Covid and Flu injections will start in October

Respiratory syncytial virus (RSV) vaccination programme will also start shortly.

Patients with additional needs can now have a digital flag on their notes so it is immediately noted by the clinician – the practice will roll out as soon as able.

From October the NHS is launching their online registration process for patients wishing to register with a surgery. Hanham Health already offers this but will replace its current form with the new NHS version once released. (patients will still be able to register using a hard copy form is preferred).

A question was asked about the roles of receptionists at Oldland. They do not take incoming telephone calls do make appointments, complete Anima requests and assist with administration. In particular deductions, which is taking patients off the surgery list who have died or moved away.

8. Walk and Talk – August 12<sup>th</sup> at 1.30pm from the surgery with a refreshment break at Jean's.
9. AOB – HT & SW questioned an email received by older patients which said they had severe kidney failure and to contact the GP. We concluded that it must be a scam but KC informed everyone, after the meeting, that it was a text sent out from the surgery as follows:

*Dear.....*

*Your records indicate that you have chronic kidney disease (CKD). Please don't be alarmed but do follow this link to read more about CKD.*

*[538a2adf-91de-4749-89ab-b14100c04f65 \(clarity.co.uk\)](https://www.clarity.co.uk/538a2adf-91de-4749-89ab-b14100c04f65) Please get in touch via Anima if you think you have been sent this message in error or if you would like to discuss CKD, particularly if you are not on a lipid lowering medication.*

*Hanham Health*

*It has been raised by the reception team (and me following our meeting today) that this text has caused some concern and uncertainty. Dr Felicity Fay (who leads on QOF within the practice) has said they will look to change their approach when making the next round of contacts as a result of our feedback.*

Sarah asked if anyone knew how to validate a Power of Attorney to get it operating practically, already approved legally. It was suggested that one just takes the document to the surgery as proof.

No PPG Network communication received.

It is the 30years anniversary of the surgery, next year, in its current venue. What events to celebrate?

No issues, as yet, relating to a change in Government.

Date of Next Meeting – Monday 7<sup>th</sup> October at 1.30pm at HH.