

ROTHER HOUSE MEDICAL CENTRE

Patient Group Meeting Tuesday 28th February 2023

Held via TEAMS meeting remotely 18:00

Present:

Tom Ganner
James Shell
Jo Min
Elizabeth Dixon
Chris Strangwood
Dr Cristina Ramos
Peter Toozer
Heather Golding
Tony Newey
Anita Gillman

Apologies:

Mark Fenton
Shelagh Williams
Linda Pollock
Annette Smith
Russell Young

		Actioned
1.0	Apologies: As above	
2.0	Minutes of previous meeting: 15.12.22, approved and signed by TG	
3.0	Matters arising None	
4.0	Items for AOB (chair to filter) Covid spring boosters (CR)	
5.0	Update from South Warwickshire Patient Engagement (CS, ED) SWGP Federation sponsor the SWPE meetings which are held every two months. All PCN's have representatives attend. A variety of speakers are invited to speak at this meeting. Patient Participation Groups need to be encouraged to bring forward items for the central SWPE meetings. Speakers to date include: Danielle Oum Chair of the ICS, Phil Johns, Tim Sacks, Dr Sukhi Desai. Concerns have been raised about the maternity services. Locally these have moved back to the Children's Centre at Bishopton in Stratford.	
6.0	Primary Care Network update (JM) Jo Min gave a general update on the PCN activities for Stratford	

	<p>Central. Also had a meeting with SWGP (the Federation). Looking particularly at inequalities in healthcare and how to get the PPG's involved. Currently involved with the homeless project. Dr Baker from Rother House is working with the Fred Winter Centre. Once a pathway has been tested it will be rolled out to look at other areas. E.g. travelling community etc. Meeting is scheduled on 9 March for 2 representatives from each practice PPG, plus/minus Practice Managers to build up plans and to the Terms of Reference with the aim that it is a collaborative meeting. There was brief discussion around the impact and investment fund (IIF) contract. The end of year target is March 23.</p>	
7.0	<p>Understanding the various methods of contacting the practice (especially email) (Tony Newey)</p> <p>The main enquiry was whether there was a method of communicating with Rother House via email. It was explained that there is no formal route currently to do this and that it holds some clinical risk, which is partly why this is not a preferred method of communication. Econsult (accessed by the link on our website) is the preferred method of electronic contract as it filters out red flags and directs the patient in the most appropriate way. The end result of using Econsult is a message to Rother House. This is then processed using a set pathway which is audited with notes being recorded in the patient record. Whilst the Econsult is not perfect it is the best option at present and will be due for updating / re-procurement in due course.</p>	
8.0	<p>Support for families who have family members with bipolar etc. (Tony Newey).</p> <p>Tony has experience in supporting families in the above situation if helpful.</p>	
9.0	<p>Rota (CR, JS)</p> <p>The rota has been moving away from phone triage back to a more normal system. The modified rota has been in use for the last few weeks. It allows patients more opportunity to forward book appointments, both face to face and telephone. This is still a bit limited but is increasing going forward. The appointment slots are also timed. Some telephone appointments will still be offered as these suit some patients.</p>	
10.0	<p>New members of RH PPG (ED)</p> <p>Elizabeth queried how we encouraged new patients onto the PPG. All patient who register receive a form asking if they would like to join the patient group. We then recruit new patients onto the PPG as possible and appropriate.</p>	
11.0	<p>Website (ED)</p> <p>Query as to whether the website could be updated. JS explained</p>	

	the new version has just gone live and that new functionality was being added over the next few weeks. Rother House also has a lot of editorial control which allows for news and other parameters to be updated.	
12.0	Reception screen (ED) Elizabeth asked if the screen in reception can go back on. This is possible but will take some time as the switch to a managed IT platform has made it much more difficult technically to do this. However, this work will be looked at in the coming months to enable information to be shared with patients sitting in the waiting room.	
13.0	Joint PPG meetings to be held (ED) Update from Elizabeth in that joint PPG meetings are due to take place (see earlier item 5.0)	
14.0	Format and timing of future meetings (TG) Going forward meetings will now be face to face. The next meeting will be in approximately 2 months. A suggested day for meeting would be 20 th April as this is when the practice closes for protected learning time (PLT). This will be confirmed in due course.	
15.0	Q & A – None	
16.0	AOB Covid spring boosters (CR) We are expecting to hear about these in due course. The expectation is that over 75-year-olds and patients of any age with vulnerability will be offered a covid booster. It is likely to also be the same in the autumn.	
17.0	Date of next meeting Potentially 20.04.23 TBC	
	Glossary 3PPPG Patient Public Participation Group CD Clinical Director DES Direct Enhanced Service Federation South Warwickshire GP Federation ICB Integrated Care Board ICS Integrated Care System IIF Investment Impact Fund PCN Primary Care Network PPG Patient Participation Group SWGP Federation South Warwickshire GP Federation SWPE South Warwickshire Patient Engagement T&F Task & Finish TofR Terms of Reference	
