

Lapworth Patient Participation Group

Minutes of meeting held Wednesday 22 March 2023, 5.30pm, Lapworth Surgery

Attendees: Heather Day – Chair (HD); David Johnson – Deputy Chair (DJ); Dr. Caron Bates (CB), Dr. James Sutton (JS), Julie Briney - Practice Manager (JB); Lizza Baines (LB); Chris Jacobs (CJ); Arthur Prescott (AP); Kate Ray (KR); Chris Sallnow (CS); Yvonne Wade (YW)

Apologies: Clive Whereat (CW); Simon Lee –(SL)

Agenda:

No.	Item	Lead
1.	Item from Treasurer -CW	CW
2.	Need for a change of minute taker-HD	HD
3.	Welcome CS (1st face to face meeting) & update on virtual PPG member team	HD
4.	Minutes of last meeting and matters arising: a. Code of conduct terms of reference (see attached – we can adapt parts of this document that we think are useful and suitable. Please read before the meeting, ready to discuss) b. Induction of new PPG members – HD /CS This was agreed as a need at the last meeting. Who will manage it? What would be involved? Setting up a working party. (Please think about whether you are interested in progressing this) c. Comments/Suggestions Box – physical and electronic - who could manage this? Do we need a small team? This was agreed at the last meeting (Please think if you would like to progress this)	HD HD/CS HD
5.	Update South Warwickshire Patient Engagement (SWPE)	DJ
6.	Update from Doctors	CB/JS
7.	Update from Practice Manager	JB
8.	Supply of batteries for Hearing Aid users Discussion - current arrangements and suggestion that our surgery pharmacy supply some	YW/CJ/ HD
9.	Spring Covid Vaccinations Arrangements - Who? Where?	HD
10.	Chair's report and items for discussion a. Items from recent meeting with both Doctors and Julie already circulated. i. Simon Lee Membership	HD CB

	ii. Affiliation Certificate Update b. Items from Arden PCN PPG Chairs meeting held on 21st March c. Communication <ul style="list-style-type: none"> i. What is the progress on setting up a Facebook group? ii. We have now lost Nik who was digital support. iii. Keeping the notice board up to date. iv. Keeping the screen messages up to date. v. Keeping the website up to date. d. Accommodation – This is still an ongoing issue? e. The Patient Experience - see prompt sheet attached to think about ready for discussion, collect a sample of results to give us an idea. Who should we ask? When? By what date? To allow us to be proactive and representative for the patients.	JB HD JB CB HD
11.	AOB	HD

Minutes of Meeting

No.	Item	Lead
1.	CW has decided to step down from his role as a participant in the PPG, but has agreed to remain as Treasurer and member of the Virtual PPG. The PPG wished to thank CW for hard work and support for the surgery and the staff, particularly for his fund-raising and leadership during the pandemic.	HD
2.	It was agreed that KR would be the Minute Taker for this meeting and further meeting going forward. HD thanked KR for agreeing to take on this role.	PPG
3.	<p>The PPG welcomed CS.</p> <p>CB had been in contact with SL. He has stepped down from the PPG and has joined the Virtual PPG</p> <p>We now have 9 Virtual PPG Members, including SL & CW, but would welcome more. One lady has resigned as she realised that communicating electronically was not going to suit her. HD thanked her for her support.</p> <p>There are currently 11 members of the PPG. It was agreed that we would look to recruit no more than 2 further members to replace SL & CW</p> <p>We now have a Roller Banner that can advertise the PPG at local events. It currently lives in the boot of KR's car and will be making its first public appearance the school Disco! Please contact HD if you know of an event where we could display it to engage with the local community. The whole PPG thanked KR for sourcing the banner . It will be a real focal point and hopefully attract interest.</p>	PPG CB PPG PPG PPG

4.	<p>The Minutes from last meeting were agreed.</p> <p>a. PPG talked through the example Code of Conduct (CoD) and Terms of Reference (ToR) and agreed to use these as a template, with amendments discussed. A copy of the draft for CoD and ToR will be sent to members to agree within the next 2 weeks before being adopted. and ratified at the next PPG meeting.</p> <p>b. It was agreed that the PPG would work on an Induction Pack for new members. CS & KR will work on this and share their ideas at the next meeting.</p> <p>c. It was agreed that we wouldn't progress work on a Comments/Suggestions Box and concentrate on The Patient Experience workstream (item 10.e)</p> <p>d. HD tendered that we should have a PPG Deputy Chair to cover unforeseen absence and/or circumstances. It was agreed that this would be DJ.</p> <p>e. HD tendered that we should consider what length of term we would ask our Chair to serve. It was agreed that this would 5 years and that a Chair could stand for election for further terms</p>	<p>PPG</p> <p>PPG</p> <p>CS/KR</p> <p>PPG</p> <p>DJ</p> <p>PPG</p>
5.	<p>There are 7 PPGs in Arden PCN (of which we are 1 of the PPGs) and 7 PCNs in South Warwickshire, all with differing levels of engagement. Warwickshire & Kenilworth have good engagement.</p> <p>Most developments have been at PCN levels (extra roles etc.)</p> <p>A workshop had been held with 2 other PCNs (Dene & Stour & Stratford) for professionals and patients to work together on proof-of-concept mini projects, which DJ had attended. The buzz in the room was great, with another meeting diarised for May for feedback on the projects.</p> <p>There seem to have been some tentative success with allowing the Practice Websites to be amendable by the Practice Managers. JB confirmed that Lapworth had signed up for training via Webinar on 28 March for this. It is hoped that this will make the websites more manageable for the Practices.</p> <p>DJ asked whether the members of this PPG would like to see the minutes of these meeting. It was agreed that DJ would send around the latest minutes and if you wanted to continue to see them in the future, you could email DJ, requesting a copy.</p> <p>CJ tendered that he didn't think that the Social Prescriber understood the demographic of our Practice and that some of our patients found being approached unsuitable. However, there are lonely patients in our region but they are not seeking help. CR and JS to continue to signpost if they are aware of the need.</p>	<p>DJ</p> <p>JB</p> <p>HD</p> <p>DJ</p> <p>CJ</p> <p>PPG</p>

	<p>The PPG questioned whether we actually required a Social Prescriber and whether the money used to employ that role could be used better elsewhere within the PCN.</p> <p>CB & JS feedback that it was a required role currently, but that it would not be mandatory next year.</p> <p>The PPG agreed that we feel there may be a need for a Social Prescriber in Lapworth but no need for consistent role every week.</p>	<p>CB/JS</p> <p>PPG</p>
6.	<p>The PCN had released a Social Prescriber Survey</p> <p>The Practice had grown from circa. 2,400 patients to nearly 3,000 patients since CB had joined. This puts the Practice almost at capacity to maintain its current high service levels and means that there may be longer waiting times for routine appointments.</p> <p>The high demand for patients requesting appointments seems to be easing off.</p> <p>The PCN had made available further clinics for over-capacity as a response to a fear of a Strep A epidemic. Some Practices had been overwhelmed and these clinics had been useful. Patients had been sign-posted there for non-emergency appointments, so that the Practice had been able to see more vulnerable patients in Lapworth.</p> <p>The Federation had made a Phlebotomist available, which had been much appreciated.</p> <p>Lucy the First Contact Practitioner (Physiotherapist) is now available for 1 day every week in Lapworth, up from 1 day every 4 weeks. She is a First Contact Practitioner and should be the Patient's first port of call for any obvious muscle / joint pain. You do not have to be referred by a doctor to book an appointment with her. Her appointments are 30 minutes long. She can order imaging, create management plans and refer you for further consultation.</p> <p>Tracey the Paramedic is also available in the Practice every Friday afternoon. She has 5 appointments available for emergency, on the day consultations only.</p> <p>The PPG asked about the continued financial viability of the Dispensary, given the competition from on-line pharmacies. CB assured the PPG that there were no financial concerns regarding the Dispensary at the Practice.</p>	<p>CB</p> <p>JS</p> <p>CB</p>
7.	<p>JB mentioned that it was 20 years since the Iraq War and wanted the PPG to remind patients that Lapworth is a Veteran Friendly Practice and that if you are a veteran, to have it recorded on your Medical Notes. HD will add this to next magazine article.</p>	<p>JB</p>

	<p>Laura had left the Dispensing Team and Susan is currently training as a Dispensing Assistant. Although still within the 2 working day service level, it may be slower to receive your filled prescription until Susan is fully trained, so please ensure you order your prescriptions in good time.</p> <p>The Dispensary is also currently suffering from Supply Chain delays, although these are being managed within the 2 working day service level (so again give yourselves enough time to receive your filled prescription!)</p> <p>HD will include this in next newsletter</p> <p>The Practice will be closed on Thursday April 20th -pm for Training.</p> <p>The Practice have decided not to close for training on 10 May as previously communicated</p> <p>Online Access to Records deadline has been moved again to 31 October 2023.</p> <p>Medical Notes will be taken offsite soon. Some PCN's had already been taken offsite.</p> <p>YW wanted to mention in her role as representative of Rowington, that the Practice provided wonderful service. This was echoed from all members of the PPG.</p>	YW & PPG
8.	YW and CJ had enquired about the Practice holding batteries for Hearing Aids again. JB explained that unfortunately, the Practice cannot do this as you need to be a Pharmacy and we have a Dispensary.	JB
9.	The PCN have not been asked to administer the COVID Boosters. Early indications are that this will be done at pharmacies and perhaps Stratford Hospital	JB
10.	<p>a. Confirmed</p> <ul style="list-style-type: none"> i. As resolved in item 3 ii. JB has requested a new certificate <p>b. No update, meeting was cancelled</p> <p>c.</p> <ul style="list-style-type: none"> i. Practice will begin work on this when time allows ii. Noted iii. All PPG members to inform HD if they notice any notices need changing . HD will inform JB iv. All PPG members to inform HD if they notice any notices need changing . HD will inform JB 	<p>HD</p> <p>CB</p> <p>JB</p> <p>HD</p> <p>JB</p> <p>JB</p>

	<p>v. Please let HD know, who can contact JB if you see anything incorrect or not up to date on the website.</p> <p>d. A room had been made available at the Alcester Practice, that would be renovated by the PCN, for the PCN Additional Role Team Members to work out of. This would enable the Clinical Pharmacists, Social Prescribers etc. to work together and provide space for training. It would also mean that there would be more room for clinical staff in the Practices.</p> <p>e. The PPG agreed to use the Patient Experience Questionnaire supplied by HD, with the amendment that we ask for the respondent's age (which would be an optional field). Each PPG member was asked to complete it themselves and ask another 2 patients. All completed questionnaires would be anonymous and voluntary. HD would email a copy of the amended questionnaire to each of the PPG members</p>	<p>CB</p> <p>HD</p>
11.	<p>HD found the Healthwatch information difficult to disseminate as it is all digital. It was agreed that she would forward it to us via email, so that we would forward it on if required.</p>	HD

Meeting Close - next meeting will be held on Thursday 29 June 2023, 5.30pm, Lapworth Surgery