**Musters Medical Practice Patient Participation Group (PPG) meeting**

**14th June 2022 6-7.30pm in-person meeting**

Next meeting 9th August 6-7.30 at the Practice upstairs meeting room

**Actions from previous meeting:**

* Action for CJ – note on TV for new newsletter – point people to practice website to view– not done (newsletter not yet ready but will be in 1 week)
* June meeting F2F, agenda as per topic list – see below
* CJ and LD to meet re comms/FB planning session - DONE
* LD to draft newsletter – DONE (on agenda)
* CJ to speak to Jane Morris about NHS app and the potential implications of changing to systmone – carry over
* PM to feedback about FoHC event – on agenda
* Strongly encouraged to register on 28th April for next FoHC event - done
* PPG to send list of questions regarding systmone to CJ by Tuesday 19th April - carry over (and comms) as part of ?Sept launch – been pushed back due to external factors
* MP – august meeting topic on the management of diabetes- prevention, rates, impact of covid PM etc; suggested TW could do one on resp conditions. BLF amalgamated with Asthma foundation – now different structures available for support (possibly September meeting). Approach JB re August, TW re Oct focus sessions

**Attendees:**

Paul Midgley (Chair), Louise Duffield (LD), Mike Prior (MP), Claire Daniels (CD), Tom Wedgewood (TW), Janet Coleman (JC), Christine Jones (CJ), Leanne Hennessey (LH) [Social Prescribing Link Worker]

**Apologies:**

John Burnett (JB), Meri Westlake (MW), Janet Johnson (JJ)

**Did not attend:** Helen Neville, John Prestage, Wanda Martin, Barbara Worts\*, Jane Morris

*\*Post meeting note: Barbara regrets she is no longer able to attend PPG meetings due to heavy NHS work commitments. The PPG would like to extend our grateful thanks to Barbara for her years of service to the PPG and wish her well.*

**No conflicts declared against tonight’s agenda items.**

**Minutes of last meeting confirmed as a true record.**

**All actions reviewed and any outstanding carried over.**

**Welcome and round of introductions** – all (as first f2f meeting for several PPG members and first f2f meeting for 28 months)

**Practice update - CJ**

* Dr Macwana is a GPr till August, Dr Mosely is a locum for Dr Ubhi whilst on maternity.
* EMIS to SystmOne switch now delayed till Sept due to external factors
* Call management system: Patients like to know where they are in the queue, no negative feedback reported by CJ.
* Abuse of staff: A growing problem post-pandemic. Both on phone and in person. Message added to phone waiting instructions about respect for staff of all types. Is affecting staff morale and challenging their patience, with occasional arguments/incidents arising. Team will have some refresher training on dealing with difficult situations at next PLT with Siobhan, Mental Health Practitioner. Main causes are when patient needs a very quick response such as letters, etc. Some patients with underlying Mental Health conditions too. If patients are persistently abusive//threatening they can be removed from the practice list. **ACTION: PM** to raise at next RAPID meeting re OCN-wide training programme and TV messaging. **ACTION: CJ** to put reminders on practice website, **ACTION: LD** on social media and next newsletter that it is possible to get an appointment on the day by contacting practice by phone at 8am and 12pm. AND about please be kind to staff.
* LH: Social Prescribers see quite a few patients with poor mental health. Siobhan (new MH Practitioner) is great to bridge the gap between GP and Notts Healthcare referral thresholds, as lots of people fall under the referral threshold but are really struggling. Siobhan helps identify those who need onward referral and also can create a holistic treatment plan. Need more people in these roles.
* LH: SP team assess success as use various wellbeing/quality of life rating scales at start of engagement, then repeat regularly through course of engagement. Patient surveys also being used, with very good evaluations. There are currently 11 members of the SP team. Caseload is high, ideally capped at 70 people per SPLW, LH has 72 currently. Musters referrals have ramped up and coming from a wide range of sources. Patients are self referring back into the service if they feel the need. 30 MMP patients currently on caseload. **ACTION: LD** to profile LH in next newsletter (there is a profile on the PartnersHealth website that can be used)
* Reception team are increasingly offering appointments with physio, pharmacist and Bryony (physician associate - PA) if normal GP appointment slots are full. Bryony can see people whatever their problems so is proving popular. Patients/receptionists can’t directly book into the social prescribing team as their diary isn’t held on the Practice Appointment system. **ACTION: CJ** consider adding message to phone about availability of appointments with the PA, pharmacist, physio and social prescribers as already on the message at St Georges and East Leake. AND re-instate the notice board and have info on there about the new roles too. **ACTION: PM** to raise with PH to create an awareness campaign/consistent messaging for the newer roles post FOHIR event as feedback from FOHIWB event was that these are currently unknown to patients (and some staff). **ACTION: PM** to discuss with PCN/PH about practice wifi sign-on having a short message about currently health campaigns/key messages.

**Comms update**

LD: Practice newsletter – in draft – awaiting some final info from CJ. Aiming to get out by 22nd June **ACTION: LD/CJ provide sun/allergy advice**. Key topics covered: Profiles of Bryony (new PA), LH, Future of Health in Rushcliffe sign-up final reminder (its on 30th June), practice FaceBook, Sun Health & allergies, treating staff with respect, and GPR Dr Makwana. **ACTION: LD** Next edition cover Hemali (Practice Pharmacist) and Jessie Golds (Pharmacy Technician).

Facebook activity: 250 people viewed the fitness post. Slowly building and CJ now feeding regular content about practice matters to LD.

**Future of Health in West Bridgford event held 27th April**

Good attendance, 55 public, 30+ stallholders and 10 speakers. Good atmosphere, feedback from 22 people (SurveyMonkey) positive and some areas for improvement noted. Useful to take into next event on 30th June. 11 people expressed interest in PPG membership (3 for MMP, 2 have joined).

LD: very interesting to learn all about the new roles available to access in general practice. General feedback was – great – why didn’t we know about these? Stalls were also interesting, there were 20 different stalls with information from local organisations mostly charities, the Council (RBC and Notts CC) and NHS groups.

TW: Dave Banks (RBC) seemed a bit peripheral – could he pitch his talk so it aligns more closely to the work of the NHS/GP practices? Could the audience have handouts to write on?

LD: important message at next event to emphasis that table discussion feedback will be collated, shared and lead to something. And to have quick verbal feedback.

MP: presentations were about the current state of healthcare NOT the future of healthcare. Can the next session address how current challenges are being addressed/future stuff to inspire people to get involved? And on slides use fewer words!! And move presenters table to middle of long wall (DONE).

**Future agenda items:**

LD: bring digital engagement person to future MMP meeting – ACTION: PM book Jane Morris onto agenda for future PPG

MP: suggested TW could do one on resp conditions. BLF amalgamated with Asthma foundation – now different structures available for support (possibly September meeting).

Focus topics for August PPG in-person meeting 6pm (CJ to ensure room available)

* Feedback from FoHC events – key themes/actions arising from
* John Burnett – focus on diabetes and patient support

**Actions:**

* **LD to complete and circulate newsletter by 22nd June**
* **CJ to speak to Jane Morris/Digital Notts about NHS app and the potential implications of changing to Systmone**
* CJ to put note on TV for new newsletter – point people to practice website to view (post 22nd June) and add to practice website
* **PM to feedback about combined learning from FoHC events**
* **JB to speak at August meeting on the management of diabetes- prevention, rates, impact of covid etc and how Rushcliffe/Musters patients are supported**