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

**9th August 2022 6-7.30pm in-person meeting**

Next meeting 11th October 6-7.30 at the Practice upstairs meeting room

**Actions from previous meeting:**

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

**Attendees:**

Paul Midgley (Chair), Louise Duffield (LD), Mike Prior (MP) *virtual,* Janet Coleman (JC), Christine Jones (CJ), Meri Westlake (MW)\*, John Burnett (JB), Jane Morris (JM), *Kay England (KE), Karen Veness (KV), Paul Maling (PaMa), Soraya Radjabi (SR)*

*\*Meri regrets she is no longer able to attend PPG meetings due to other commitments. The PPG would like to extend our grateful thanks to Meri for her support to the PPG and wish her well.*

**Apologies:**

Janet Johnson (JJ), Claire Daniels (CD), Tom Wedgewood (TW), Leanne Hennessey (LH), *Sharon Ding (SD), Janet Johnson (JJ)*

**Did not attend:** Helen Neville, John Prestage, Wanda Martin

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

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

**All actions reviewed and one outstanding action carried over.**

* NHS App implications of moving to SystmOne. Anyone using System Online (EMIS online booking/ordering system) will need to use the NHS App to make bookings once MMP moves to SystmOne from 5th September. Comms will need to go out to all such patients. Approx 70% of patients affected.MJOG text message will be sent out.

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

**Practice update - CJ .**

* Dr Monica Ubhi back from maternity leave in September. 6 sessions. Very welcome.
* Locums are being used for the first time in the practice’s history but working well.
* EMIS to SystmOne switch go live 5th Sept (see above re online access)
* Patient survey results: MMP scored lower this year for experience of making appointments. To make a focus topic at October PPG. CJ to ask reception team what type of demand could be dealt with via other means vs phone/online appointments eg sick note, etc
* Abuse of staff: continues and is systemic across all practices but messages on TV, phone system, in newsletter now in place
* 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 really like her and have longer than with a GP. **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.
* Flu and COVID jabs clinics to be held on 9th and 22nd October. Both jabs offered at same time. No need for PPG help as last year didn’t really get much engagement re NHS App etc and ended up just handing out info. ACTION LD: Ensure newsletter available by 9th October and ACTION JM NHS App info for patients needing online access (consider having Kai Pitman attend – new Digital Inclusion officer)
* John Prestage will resume training GP registrars once workload has dropped (also leads on minor surgery). Laura Turnbull no longer wishes to be a GP trainer.
* Hemali the Practice Pharmacist is leaving end August, will be replaced by the PCN. She is very popular and an essential part of the practice infrastructure.

**John Burnett – Rushcliffe Diabetes Support Group**

* See JB’s very helpful attachments below



* Diabetes is a growing problem and affects increasingly more patients since the pandemic. 10% of the NHS’s budget is spent on managing diabetes and its complications
* If managed well and patients are well informed, it is possible to live well and long
* Meetings held at West Park Pavilion, very well attended. Some are self help, other have guest speakers/expert panel of diabetes specialists
* Do have a Facebook group but many members are not digital natives. Jane Morris booked in to attend a future meeting to support with digital health support
* Members use Diabetes UK and NHS.UK as their key source of information

**Comms update**

LD: Practice newsletter published 22nd June. Covered: Profiles of Bryony (new Physician Associate), Leanne Hennesey (Social Prescribing Link Worker), 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 new pharmacist and Jessie Golds (Pharmacy Technician), switching to online access to NHS App, winter health advice, keeping warm, staff updates, SystmOne and appointments, Diabetes and Respiratory Support Groups, Children’s Vaccinations, Flu/COVID jabs

Facebook activity: 300 people viewed the fitness post. Slowly building and CJ now feeding regular content about practice matters to LD.

JM: Kai Pitman (Digital Engagement Officer) started in June, really well received, offer 1:1 advice. Has offered to do drop in sessions. Contact him via Partners Health.

MW: Practice websites need upgrading, including info on opening hours, making it easy to navigate

**Future of Health in West Bridgford (27th April) and Rushcliffe (30th June) event feedback**

Good attendance, 150 public, 20+ stalls and 20 speakers. Good atmosphere, feedback from >50 people (SurveyMonkey) positive and some areas for improvement noted. 36 people expressed interest in PPG membership (6 new members for MMP PPG). Table discussions better at second event, verbal feedback given, topics tightened up.

Combined feedback presented to Rushcliffe Primary Care Network Board end July, agreed to convene a Communications workstream as part of 2022/23 plan to inform how we better inform and involve our patients to improve the future of health. First meeting in Sept. PM on the group.

**Future agenda items:**

LD: bring new digital engagement officer to future MMP meeting. ACTION: PM book Jane Morris/Kai Pitman onto agenda for December meeting

Focus topics for October PPG

* Improving access: Review how to make appointments/alternatives to phone if don’t need an appointment or its not urgent (including optimising NHS App use)
* Tom Wedgewood – focus on lung conditions and patient support (see below)

MP: suggested bullet points that could be used as a structure for our feature on lung problems, and other long term conditions at future PPG meetings:

* overview; trends (e.g. in incidence and severity); complications that result from the condition; new developments (treatments etc)
* prevalence at the practice (numbers of patients, are these separately identifiable on the practice database so that we could send targeted text messages, etc). Also. can we and do we identify at risk patients?
* what the patient can do to help:

- how to best use the support form GPs and practice nurses

- lifestyle changes that could reduce the severity of impact and/or reduce the risk of developing the condition in the first place

- availability of community-based patient support groups, and how these can help

* Key messages - e.g. for newsletter.
* Any other initiatives we can take e.g. communication/patient engagement (esp. during national events like self care week)

**Actions:**

* **LD to complete and circulate newsletter by 9th October**
* CJ to put note on TV about current newsletter – point to website/paper copies
* **CJ** to ask reception team what common issues could be dealt with via non-telephone methods
* **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.
* CJ re-instate the notice board and have info on there about the new roles too.
* PM book Jane Morris/Kai Pitman onto agenda for December meeting
* See separate attachment for pen profiles summary of all current PPG members