

# PATIENT PARTICIPATION GROUP MEETING

Monday 21<sup>st</sup> January 2019  
7pm at Weobley Surgery

## MINUTES

### ACTION

#### **In attendance**

Maria Haines, Brenda Havard, Alan Jones, Andrew Kerfoot, Bill Montague, Tom Moore, Michele Petrie

#### **1. Apologies**

Alison Bolton, Jean Rees

#### **2. Minutes of the Last Meeting**

Agreed as a true record.

#### **3. Practice Update**

- **Staffing** – Maria Mannion (GP Registrar) will be leaving us shortly and Josh Bilby will be starting in February as part of his rotation. Julia has retired from her HC post. Amanda will be moving from Dispensary to fill the HCA vacant post and Vannessa has moved from Reception at Weobley to Dispensary at Staunton. This has left two vacant posts – a receptionist and a dispensary assistant. We have been able to appoint to the receptionist post but not the dispensary post. Unfortunately the applications have been very poor. Options will be discussed again with the Partners on Friday as to a way forward.
- **Access to Staunton on Wye** – The new door mechanism has now been installed and is working.
- **Flu Clinics** – These have now been completed. With a change in the guidance from PHE at short notice regarding the use of different vaccines it had been a challenge for the practice to arrange the sessions appropriately and arrangements had changed this year. MP explained that flu orders need to be made 12 months in advance and while we do everything possible to get this right, PHE guidance may change during the year and this may well complicate things further.

#### **4. Any Other Business**

- **Neighbourhood Development Plan** – MP had discussed this with Herefordshire Council. Any Section 106 monies available cannot be accessed directly by the Practice. The bid has to come from the CCG and if

successful, monies are not allocated to the parish in which the development is being built, it simply goes into the overall CCG pot of funding received from Herefordshire Council. MP had discussed this with the CCG representative who had indicated that it would not be appropriate to devolve this to individual practices.

- **MJOG** – AJ fed back that the messaging service is sometimes very hard to understand. SP will raise this with the messaging service (MJOG).
- **Acute Medical Unit** – Unfortunately AB was not in attendance at the meeting and therefore this item was carried forward to next meeting.
- **Letter to Stroke Services** – RS had written to Herefordshire CCG regarding the suggestion to move stroke services to Worcester. TM informed the group that clinical guidelines suggest treatment with appropriate timescales. Should the services move to Worcester, the time taken to get the patient to Worcester and initiate treatment would fall outside the recognised guidance. The Practice felt that this was not appropriate and had made their feelings known to the commissioners and local practices. A response had been received indicating that there needed to be cost-savings within the county and this was one option available. AJ to write to Herefordshire CCG, as Chair of our PPG, supporting RS's letter and the practice.
- **NHS111** – AK discussed an issue where incorrect guidance had been given to him to contact NHS111 by a member of the reception team. TM offered an apology and reassured the group that discussions had taken place with the team concerned to ensure that they were aware of the appropriate use of the 111 service. MP did ask for any incidents like this to be raised with her as soon as possible so that they could be investigated promptly.
- **Volunteering for the Surgery** – AK wished to discuss whether it was possible for members of the PPG or other patients to volunteer at the Practice. MP responded that this was something we had looked into before but there were issues with confidentiality, appropriate HR checks and indemnity. Volunteers were signposted to organisations already up and running eg. Hospice and Red Cross who had the appropriate requirements already set up.

Due to data sharing regulations it was not always possible to discuss/disclose information to a third party without the consent of the patient and therefore volunteers who helped friends or neighbours needed to be mindful that clinical discussion would be very limited unless a specific agreement was in place.

- **DNs not calling back to carers** – AK raised that there had been some issues with trying to contact District Nurses through the central hub and the lack of response despite asking for a call back by carers. MP and TM explained that the DNs are currently very under-staffed with a huge caseload that they are struggling to cope with and it was felt the lack of response was probably due to time pressures. MP did ask for any particular incidents that gave real cause for concern to be raised with her and she would gladly raise these with Wye Valley Trust who employ the DNs.

## 5. **Date of Next Meeting**

TBC at Staunton Surgery.