

Old Bridge Surgery Patient Participation Group (PPG)

Minutes of Meeting on Monday 8 September 2022 at 5 pm

Present: Judy Benton, Dr Ian Buchanan, Andy French, Penny Hamilton, Sally Harmer, Judy Powell Jones, Tracey Stammers, Laurie Watson

Apologies: Michelle Hyatt, Linda Price

1	<p>Introductions Three new members – PH, JPJ and LW - were welcomed to their first OBS PPG meeting and all attendees introduced themselves.</p>	
2	<p>Matters Arising from Previous Meeting TS reported there had been no success so far in recruiting PPG members from a younger demographic, and current work pressures have meant that the patient leaflet is currently a low priority.</p>	
3	<p>PPG Terms of Reference – to be issued in final form, signed by SH as PPG Chair and TS as GP representative, and published on the OBS website</p>	SH / TS
4	<p>Virtual PPG Now that the PPG has 8 members, focus will move to recruitment for the Virtual PPG and particularly from a wider demographic.</p> <p>TS suggested that the mass vaccination clinics at Looe Community Academy in October would provide an opportunity to communicate with the patient group, to publicise the PPG and Virtual PPG and to check and update OBS-held patient contact data.</p> <p>All members to revert with their availability for the clinics on 1, 15 and 29 October.</p>	All
5	<p>Communication with OBS Patient Group – SH to forward link to a draft OBS PPG Facebook page to all for review. Comments on all posts are disabled with the exception of any profiles or pages mentioned in the post (this is the most restrictive setting offered by Facebook).</p> <p>SH reported that she had attended two events at the Looe Community Hub in August and heard some patients' views on OBS which were broadly positive, with patients recognising the demands placed on OBS during the pandemic. SH suggested other PPG members may like to attend future events.</p> <p>JPJ and PH mentioned call waiting times and TS explained that demand is very high at the moment. The recorded message has been changed quite recently but with waits of 20-30 minutes the message can become very repetitive.</p>	All All TS
6	<p>OBS Update</p> <ul style="list-style-type: none"> • A new machine has been installed in the OBS waiting room, measuring height, weight, blood pressure. • Patient demand remains high, against a backdrop of i) secondary care seeing more patients, which drives increased demand on primary care, i.e. post operative monitoring, dressings etc and ii) patients increasingly unwell in general. • Covid / Flu vaccine rollout plans shared, including eligibility criteria and timetable. • Mass vaccination clinics – opportunity for data cleaning and data capture with the help of PPG members (see 4 above). • Community pharmacy referral scheme details shared, with a soft launch scheduled for next week. • Currently 2726 patients registered with LIVI, with OBS surgery the highest users across the PCN. LIVI access will change during October, with access via the surgery only, for evening and weekend appointments only. • As part of the NHSE commitment for patients to be able to access services out of GP surgery core hours, with the preference from the patient survey to include evenings and Saturday mornings, surgeries across the PCN will be collaborating to deliver clinics across Liskeard Community Hospital and rotating across other local surgeries. Clinics include dressings, bloods, medication reviews, spirometry, diabetes reviews, smears, minor ailments & social prescribing etc. These will be rolled-out asap, recognising that a lot of surgery staff are already working out of our hours with the upcoming flu/covid clinics. These clinic will operate in addition to LIVI, which will be operating evenings and weekends (as above). 	All

7	AOB <ul style="list-style-type: none"> • Pelynt Surgery Waiting Room Acoustics – JB reported that the acoustics have improved • East Cornwall Umbrella PPG - SH had attended the Umbrella PPG meeting that day and reported on green initiatives for practices including new inhalers, kill switches for energy saving overnight, blister pack recycling at Superdrug in Liskeard, e-bikes for practice staff – TS is due to meet Emily O'Reilly later this month 	TS
8	Next OBS PPG Meeting At OBS on Thursday 8 December 2022 at 5 pm	All