

Minutes of Meeting on Thursday 8 December 2022 at 5 pm

Present: Judy Benton, Andy French, Sally Harmer, Michelle Hyatt, Linda Price, Tracey Stammers

Apologies: Dr Ian Buchanan, Penny Hamilton, Laurie Watson

1	<p><b>Introductions</b> LP was welcomed to her first OBS PPG meeting and all attendees introduced themselves.</p>	
2	<p><b>Matters Arising from Previous Meeting</b> AF had previously highlighted the need to improve the understanding and ease of use of the various telephone messaging, apps and digital tools offered by OBS to the patient group – AF and TS to meet to discuss.</p>	AF / TS
3	<p><b>PPG and Virtual PPG Membership</b> Judy Powell-Jones has decided to leave the PPG as she lives near Lostwithiel and has little involvement with the Looe community - this leaves the PPG with 7 members and TS agreed this was a sufficient number.</p> <p>PPG suggested that there could be an appeal to recruit members for a Virtual PPG in the next OBS newsletter – as previously identified, it was important to try to extend membership to a wider demographic. SH to prepare newsletter feature to be included in a January newsletter.</p>	SH
4	<p><b>OBS Update</b> TS shared the following updates:</p> <ul style="list-style-type: none"> <li>• Upcoming staff changes, reflecting on the challenges around GP recruitment and the increased use of ANPs to support increased demands.</li> <li>• 5331 flu vaccines had been delivered, with 5262 Covid vaccines delivered since September 2022. With special thanks to the Looe Lions for their continued support. OBS has seen a decline in younger patients having the latest booster, a trend seen nationally.</li> <li>• Patients were now being invited for Targeted Lung Health Checks. Targeting patients between the ages of 55-75 who are current or former smokers, eligible patients would be invited to have a scan in Liskeard.</li> <li>• Due to increased pressures OBS had developed a duty team, versus just a duty GP supporting on the day urgent demand. This has enabled the demand to be shared as the number on the duty list was becoming too intense. The duty team comprises GP(s), ANP(s), Physician Associate and a paramedic.</li> <li>• Recognising the pressures on the NHS in general, TS shared that the surgery had adapted their triaging model, referring where possible to LIVI and community pharmacies. OBS continues to be the highest users of LIVI across the PCN. Number of patients registered with LIVI, 3018 - number of appointments booked through LIVI, 2538.</li> <li>• Telephone data was shared, demonstrating the increased demand with 97% of calls answered and the average waiting time 2 minutes 28 seconds.</li> <li>• As part of the Government’s direction to extend access to general practice, TS shared details of PCN enhanced access clinics being operated outside of contract hours (evenings and weekends), plus those being operated at OBS. These will be announced to patients in January and include Clinical Pharmacist medication reviews, menopause, smears, AF, AF ECG and Diabetic clinics. OBS will operate some early morning nurse, bloods, and GP appointment clinics as part of their commitment to enhanced access.</li> <li>• TS shared that the surgery had successfully bid for two minor improvement grants (MIGs) and shared the drawings. The first MIG was for a new canopy to go over the entrance of Looe surgery to help protect patients against the elements and provide a weatherproof area to sit and wait for transport. With a 15% increase the number of items dispensed by OBS prescriptions team in 2022, the second MIG was for the overhaul of the dispensary in Pelynt surgery. This vital overhaul would see the team relocated into a larger workspace, with much more storage facilities. Once all due diligence had been approved the projects are required to be completed by the end of March, which unfortunately might make the canopy project unrealistic to proceed at this time.</li> </ul>	
5	<p><b>PPG Emails</b> Access to the OBS PPG email account was removed from PPG members on 19 October and SH advised that since then there have been few forwarded emails and those received are often delayed. In future the Umbrella PPG organisers will email SH’s personal email account to ensure meeting invitations and minutes are received promptly. TS to check the forwarding arrangements from the</p>	TS

	<a href="mailto:oldbridgesurgery.ppg@nhs.net">oldbridgesurgery.ppg@nhs.net</a> account. SH noted that all PPG members have already signed confidentiality agreements.	
<b>6</b>	<p><b>Patient Satisfaction Survey</b> LW has suggested that the OBS might wish to consider a new survey of its patient group. During the pandemic the IPSOS MORI GP Survey 2021 had been sent to 267 OBS patients with 100 responses, a limited representative sample, and it was suggested that OBS might prepare its own survey with similar questions to the OBS patient group in 2023. The IPSOS MORI GP Survey can be accessed at <a href="http://gp-patient.co.uk">gp-patient.co.uk</a> – 18 key questions were asked and OBS was in all cases above the national average with one exception. PPG agreed that a survey of a larger number of OBS patients would give a more comprehensive and reliable report of their views.</p> <p>TS shared that the surgery were currently experiencing unprecedented demand. The number of calls of the ‘on the day’ duty list in Q3 were up 50% compared to Q2. When a more ‘normal’ service resumed, TS would explore introducing a survey with the surgery Partners.</p>	TS
<b>7</b>	<p><b>Communication with OBS Patient Group</b> The OBS PPG Facebook page is now live and has 58 followers, a low number so far but SH hopes that this will grow and asked PPG members to share and invite friends to the page if possible.</p> <p>The Looe Community Hub has continued to have fortnightly events through the autumn and starting in December there will be Warm Hub events on Monday and Friday mornings – SH asked whether any PPG members would like to volunteer as hosts and will forward the relevant information from Looe Community Hub.</p>	All  All
<b>8</b>	<p><b>AOB</b> <b>East Cornwall Umbrella PPG</b> - SH had been unable to attend the last two Umbrella PPG meetings and hasn’t received their minutes due to the email communication problems mentioned earlier. LP asked if there had been any feedback on Sheryl Murray’s attendance at an Umbrella PPG meeting in October – SH to find out and report back. SH hopes to attend the Umbrella PPG meeting in January 2023.</p>	SH
<b>9</b>	<p><b>Next OBS PPG Meeting</b> At OBS on Tuesday 21 March 2023 at 5 pm – Dr Hughes will attend as GP representative.</p> <p>As agreed at the first OBS PPG meeting, SH will stand down as chair at the next meeting having completed one year in the post.</p>	All