

# Old Bridge Surgery Patient Participation Group (PPG)

## Minutes of Meeting on Wednesday 17<sup>th</sup> April 2024 at 5 pm

Present: Dr Bruce Hughes, Tracey Stammers, Lee Hallam, Judy Benton, Jim Newbery, Sally Harmer, Michelle Hyatt, Steve Morton & Andy French

Apologies: Julie Alsop

**Some agenda topics were covered within the OBS Update section rather than disjointing the update presentation.**

1	<p><b>Introductions</b> With new representatives from PPG and OBS all those present made short introductions. LH deferred his to the OBS update presentation.</p>	
2	<p><b>Matters Arising from Previous Meeting</b> AF asked that the minutes from the meeting of 8th January be published on the OBS website.</p>	TS
3	<p><b>OBS Update</b> TS shared the following key updates via a comprehensive presentation:</p> <ul style="list-style-type: none"> <li>• The new OBS Practice Manager Lee Hallam introduced himself and brings with him over 30 years of management and leadership experience including 10 years within the defence sector, 17 years with Age UK and the last 7 years in the HE sector.</li> <li>• Two further GPs have been recruited (Dr Rosie Kemp and Dr Dani I'Anson) which combined with the return of Dr Laura Fieldhouse from maternity leave means that the surgery has a full complement of GPs.</li> <li>• Rebecca Smith has taken over from Bridget Crabb in Prescriptions. Bridget had over 40 years of service with OBS.</li> <li>• The OBS staff survey painted a picture of a group of happy, team orientated individuals content in their work.</li> <li>• The Friends and Family survey for the past 12 months had over 3,000 responses with 96% saying that they are likely or extremely likely to recommend OBS to their friends and family.</li> <li>• Users of the NHS App have risen to 23% from the 3% total uptake reported in January. There is a further 19% being processed that will mean that 42% will soon have access to the many benefits of the app.</li> <li>• 117 LIVI appointments were held in March 2024 up from the 100 reported in January.</li> <li>• The new triage or "Health Care Navigation" system was initiated in January that directed callers to the appropriate service be that a pharmacy, LIVI, regular appointment or if critical a same day duty list or LIVI appointment. No one should now be asked to "call back tomorrow".</li> <li>• One channel in the triage system is signposting the patient to the ACCURX on-line or in-app form for the collection of symptoms, history, photo evidence etc for the medical staff to assess and direct the patient to the most appropriate treatment/assessment channel. Whilst this could be made available 24/7, OBS wish to restrict its use to OBS opening hours for the foreseeable future however the balance between out of hours service for those who cannot use the online service due to work commitments and those who might use it for more trivial enquiries that could be filtered out by the receptionists.</li> <li>• A call back system is planned to go live on 5<sup>th</sup> May whereby patients in the phone queue can request a call back rather than wait in the queue. Queue position will be maintained in the call back.</li> <li>• The services offered by the East Cornwall PCN were listed in detail. Some discussion followed regarding communicating the range of services to the patient base and providing a route map to them. To be discussed in more detail at a subsequent meeting.</li> <li>• The subject of a high level of DNAs was discussed and what measures could be used to reduce them. Prevention through communication is ideal. Contacting those who miss appointments was discussed, but it was felt that this in itself would cause a high staff burden. Marking patients records to flag special direction when booking appointments was felt appropriate.</li> </ul>	
4	<p><b>PPG and Virtual PPG Membership</b> The active membership stands at 7. New member Steve Morton was in attendance.</p>	

5	<p><b>Communication with OBS Patient Group</b>  Facebook as a means of disseminating key OBS information was discussed, as was the unintended implications of seeking comments on announcements with a minority of people responding negatively off topic.</p>	
6	<p><b>Covid clinic - 27<sup>th</sup> April</b>  A Covid clinic is planned for 27<sup>th</sup> April at Looe Community Academy. This is aimed at the 75+ age group and those who are severely immunosuppressed. It is planned that 1,700 patients are vaccinated at the clinic.</p> <p>The Body Mass Index (BMI) machine from the downstairs waiting room will be taken to the clinic and patients will have the opportunity to use it and seek assistance from members of the PPG in its use after their vaccination.</p> <p>Members of the PPG will also help patients download the NHS App and explain what information and services can be accessed from the app. A guide has been drawn up by OBS to assist patients in registering for the app and will be sent to the PPG members for use at the clinic.</p>	
7	<p><b>AOB</b>  JN raised the subject of the Pelynt NDP and implications of a growth in the parish on the Pelynt Surgery and dispensary. It was expected that the surgery would be contacted by the NDP team as part of the community engagement at which point the essential nature of the surgery and dispensary can be emphasised.</p>	
8	<p><b>Next OBS PPG Meeting</b>  Date to be agreed. The next meeting will be the PPG AGM.</p>	All