

Three Villages PPG Minutes of Meeting 19th January 2022

1. **Present:** Adrian Head (AH) Chair; Sue Helm (SH) Secretary; Liz Davenport (LD) Vice Chair; Colin Burch (CB) Treasurer; Linda Sabin (LS); Carol Longmore (CL); Hilary Taylor (HT); Rev Tom Chapman (TC); Debbie Whittaker (DW); Jayne Emery (JE) Practice manager; Tyler Studley (TS) Asst Practice Manager
2. **Apologies:** Alan Watkins,; Roger Noons; Marion Griffiths; Claire Beckert (new member)

Guest Speaker - Helen Codd: Head of Communication, Engagement & Partnerships: Dudley Health & Integrated Care

AH welcomed Helen to meeting

Dudley Health & Integrated Care is a relatively new organisation set up in last 2 years to replace the Vanguard programme

It is responsible for employees from school nursing staff, Talking therapies, Primary Care Mental Health, Pharmacists, Primary Care Network staff including social prescribing team, podiatrists, asylum seeker workers, hospital discharge team.

There are currently 3 in the team each with responsibility for Communication, Engagement and Partnerships

The team are interested in how PPGs can continue to assist practices and how they can help in raising the profile and role of PPGs.

Face to face workshops are proposed to explore this further and to identify the support PPGs may need.

Engagement: Covid has changed the way that practices and GPs interact with patients.

Tea Party success may be something that could benefit other groups to develop Suggestion made for student/s from King Edwards College to help or young people doing DOE. There may be a role for young people who work in the trust or at DY1

Communication: Point made that the practice relies on Facebook and the internet to communicate and maybe there could be better communication for those who do not have access to these.

3. Minutes of last meeting 17th November 2021

HT did attend the meeting but was omitted from the list of those present. Correction noted

4. Matters arising

Item 5 Recruitment

Long terms condition co-ordinator started on 22nd Nov 2021

Receptionist started in January 2022

New medical secretary started on 22nd Nov 2021

All settling in well

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Item 5 Award

Three Villages team did not win the award for which they were nominated

Item 6 Government funding

No further information on this

5. Practice Update – JE

Staffing

See item in Matters Arising

P/T practice nurse being recruited for 3 days per week

Phlebotomist – recruiting with intention to provide this at practice in future

Teaching practice – 2 leaving at end of January 2022 and 2 starting in their place

Locum GP was with practice until end Dec 2021 with aid of Covid funding

Practice team have been split into staff bubbles to enable cover for absent colleagues and so that the practice can continue to function safely

Covid booster clinics planned in to end March 2022 across the PCN, demand is lower
May be able to revert back to extended hours on Saturday mornings and to holding long term condition reviews

Patient demand

In last 2 weeks in Jan 2022

2,150 requests via Footfall

1,957 requests via telephone

In Dec 2021

3,767 requests via Footfall and 89% of these completed by patients with only 11% by practice

Point raised that requests via Patient Access system and Footfall can be confusing for patients

Shared care Records – the target date is mid to end March 2022 for patients to be automatically opted in. Patients can opt out but each request must be a clinical decision.

Future Areas of Work – Training on Footfall planned for PPG and for practice staff – JE to confirm dates

Communications on boards within practice – how can PPG raise profile

Information on PPG and minutes added to Footfall but there are delays

New PPG member requests coming in via Footfall

Connection with hard to reach patient groups – often difficult – ideas from PPG members welcome

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Ear syringing service – now up and running with strict processes

Community pharmacy service being rolled out locally – more details tbc

6. Any Other Business

Defibrillator – question raised whether it has been used. CB responded that it had not

Did Not Attend (DNA) figures – question raised on whether these are still counted. In Nov 2021 there were 260 DNAs. It can be recorded on patient records.

Date of next meeting: Wednesday 16th March 2022 at the later time of 6.15pm