

Woosehill Patient Participation Group

Supporting the Doctors, Nurses & Staff of Woosehill Medical Centre

Minutes for the Meeting on 14th November 2023 at 17:30pm

Present: Robin Swan (RS), Peter Fairman (PF), Jane Bingham (JB), Alison Reed (AR), Rowena Beach (RB), & Marjorie McDonald (MM)

1. Apologies

Neil Hodgson (NH), Michael Taylor (MT)

2. Minutes

The minutes of 15th August (2nd half) were agreed as were the minutes of 12th September but we hadn't agreed the minutes of 1st part of 15th August as we had no reply from our guests. Disappointment was expressed at the lack of response & the minutes were agreed.

3. Matters Arising

There was nothing outstanding

4. Election of Officers

PF had a statement to read, He has really enjoyed being the vice to Robin as it has made him feel part of the group, has enjoyed weekly coffee mornings too. However, he feels that it is time for major changes to the PPG team. We need fresh ideas, new members if we are to make changes to the mindset of our patients, Government Officials, Local MP's & the Health Watch personnel; if we are to help the doctors & staff here at Woosehill. After 4 years I have decided to resign from the PPG enabling a new member to this group & to consider him to be the first virtual member.

After the surprising announcement PF was thanked by RS & also thanked for all his input throughout his membership, it has been very handy for RS to have a sounding board & his input been greatly appreciated by all.

Only 3 nominations

Chair	Robin Swan	Nominated by JB	Seconded by MM
Vice	Alison Reed	Nominated by RS	Seconded by PF
Secretary	Marjorie McDonald	Nominated by JB	Seconded by RS

This being the case the 3 were accepted

5. Topics for AOB

PSA testing

Virtual Members (somewhere in the notes on the website is a mention of virtual members)

6. Flu Clinic Questionnaires Results

RS asked the question: If the results are to be displayed on the board, which would we prefer Pie or Bar Charts, it was felt that Bar charts would be better. There are some comments which would go with these & will be emailed out.

A lot of the comments on the back of the returned questionnaires referred to the old telephone system, but some were very nasty comments like 'I would only recommend this surgery if I hated the person asking'.

An added note is that the only physical problem with the flu clinics was that some patients had a problem queuing & this could be sorted when they were inside the building but if queuing outside then we need to bring them in to sit down - we need to look at this for another year. The surgery reported that there is a problem with home visits as there are not enough district nurses to cover this.

7. Update on Staff Changes & News

Digital Lead Ruwantha Fernando very good will be helping RB with the digital set-up in the Surgery. As the ICB are pulling funding for the intranet and new system is needed Ruwantha will lead this. Because of the change all the spreadsheets currently in the office will be lost.

Patients are being encouraged to use the NHS app rather than any other as they can see their results easily on there, the comment at the bottom tells us whether there is a problem this will be worded differently dependent on which doctor does it - 'no comment', 'tell patient normal', 'no action required for now' or 'no action required'. All of these mean that all is well. Anything else we need to ring to get clarification or a follow up appointment & if it is a real problem we should get either an email, text or phone call. In general patients need to take responsibility for their own results, if they have no computer or do not know how to use the app then they must ring up for their results. A suggestion that patients need something simple (a leaflet) to get them in the right mindset.

No change in Medical Staff this time.

8. Report of the Health Watch Meeting

See attached notes

9. Any Other Business

(AR) PSA testing advertised continually as the male silent killer. This is supposed to be a national campaign & every man is entitled to this test, unfortunately surgeries are not told about this & so any requests are being told to see a doctor where they have to have some symptoms. However when other blood tests are done then the PSA test is done automatically. Is the surgery meeting the demands of government?

(RS) Everytime there is a new campaign everyone tries to get the test. These people think that the doctors have so much free time. Obviously, the reception staff need to know that this is happening, but the doctors have to agree that this will happen before the reception staff are told. This is a PR issue & can cause problems just like the bowel Cancer campaign, everyone was inundated so that RBH had to let all surgeries know that the 2-week wait list was now taking 6 weeks.

There is a question - is the government giving some money for this?

Virtual Members discussed as those we use as a sounding board which would give us a broader group to get comments from. RS to look into this & it will be discussed at the meeting. PF has always been wanting to have a virtual group. (RS)

(RB) Man in a wheelchair with MS thought we should do away with the reception as is and lower it so that everyone can see over the desk, it was pointed out that the side to the left is lower & was specifically done for wheelchair users. There are also safety issues of the staff to be considered. RB thought she might ask him if he wanted to join the PPG...

(RB)

There was some discussion about the ring-back, it does work but there are some problems, there should be a message to say 'you are number xx in the queue would you like to have a ring-back call without losing your place in the queue?' What is the point of a ring-back if you are number 1 or 2 in the queue. To be investigated... **(RB)**

10. Date of the Next Meeting

February 6th (Tuesday) 2024 at 5pm till 6:30pm

cc. RS, AR, JB, MT, NH, SS, PF, JP, VW, ST, RA, KA, RB, CA, KL