Present:

Colin Damarell Boultham Park Medical Practice PPG Meeting Chair

Kristy Perkins Practice Manager Boultham Park Medical Practice

Yuen Toh Clinical Pharmacist and Practice partner

Rosie Damarell PPG Representative

Angie Smith PPG Representative

Brian Harding PPG Representative

Sandra Williams PPG Representative

Cathy Hanger PPG Representative – Minute Secretary

Steve Foottit PPG Representative

Donna Pech PPG Representative

1. Welcome new members:

Colin welcomed Steve and Donna to their first meeting. Everyone present introduced themselves.

1. Apologies:

Received from PPG Representatives: Janet Harding; Margaret Allis; Mark Patey.

1. Minutes of Previous Meeting:

Held on Friday 07/06/24 between Chair and Practice Manager as insufficient number of Representatives available to attend full meeting. Minutes were approved as accurate.

Action Log from this meeting:

* Lack of privacy at reception – this is resolved – small area to the right hand side of reception is available – ACTION: sign for this to be moved to be clearer.- Kristy

Following this discussion and anecdotal examples Colin will raise with ICB how pharmacy counter staff are trained to manage privacy for people? ACTION: Colin with ICB.

* PPG Noticeboard has been moved more to middle of room.

1. PPG administration:

What is a PPG? – this paper was reviewed.

Points raised by members included: first statement states that members have “no medical training”. Does this then exclude retired doctors and other health professionals?

The purpose and role of the PPG is described as “develop projects”, “befriending”, “help with transport”, “bereavement support”, “set up carers group”.

These are not activities in which our group is currently active and reservations about such involvement were voiced. There is an understanding that such statements are generic information and a group does not have to do these but can become involved if they wish.

ACTION: discuss this paper with ICB and re-look at the wording. Boundaries should be clear - Colin

Terms of Reference for PPG paper. To review this paper will take time therefore decision agreed by all is for everyone to read and make comments/changes and send to Cathy for collation. These will be taken to next PPG meeting for discussion.

ACTION: send comments to Cathy as soon as possible for collation to present at next meeting on 05/12/24. – All PPG members.

1. Practice Update:

Staff changes: Dr Banjo has left.

Dr. Jenny Fraser – new salaried GP works 6 sessions a week.

Jenny – new receptionist.

Josh - new cleaner.

Kristy will send latest patient survey with results to each PPG member on email for information.

ACTION: Kristy

Yuen explained that from 1st. October the practice is changing to 15 minute GP appointments. The plan is that the GP and practice work moves away from becoming an emergency service as this is not a realistic function. There is a need to balance staff well being and safe provision of care to patients. Eventually the future plan will be to introduce a triage system for everyone who requests an appointment.

There needs to safe working limits so that staff make safe clinical judgements. For example this applies to face to face consultations, interpreting blood results and secondary care referrals which are all part of patient care. The longer time for appointments will mean less available daily appointments and the practice will be clear that full means full.

The practice is a **Veterans Friendly Practice** – people who have a military connection are noted and this enables staff to provide advice about other services which are beneficial to people.

Yuen is working towards a **safe surgery** which is to help people with no identification/documents to be able to register with the surgery and receive a service. Eg refugees.

1. NHS App Training:

Colin has completed 3 training sessions. It was time consuming setting the app up on people’s phone but once this was done the app was found useful.

He also trained people to use accuRx on Boultham Park Medical Practice web site and this was well liked. This training has been used by the ICB across Lincolnshire.

Eventually accuRx will become System Connect and provide the clinicians with more in depth clinical information.

1. Integrated Care Board Update:

Colin reported that ICB are pushing for more use of pharmacies and online services by people.

He raises the point that not everyone is IT literate.

It has been noted that if someone does go to a pharmacy then there are age limits for certain services and people can be embarrassed to learn this.

ACTION: inform ICB that posters need to be updated to state age limits – Colin.

There is a way to self- refer for certain services eg podiatry.

Colin recommends that we all look at the ICB information which he sends to us including the Newsletter and various surveys they publish.

1. Our Future Health Research:

Cathy asked the group if people have heard of this research and do we think it is genuine?

It is described as the UK largest ever health research programme designed to help everyone live longer and healthier lives. It aims to recruit 5,000,000 adult volunteers across the UK to help researches discover new ways to prevent, detect and treat diseases.

One member has received an invitation to take part. It would appear to be legitimate and is in partnership with NHS.

1. Any Other Business:

Angie recommended watching a good video produced by the Kings Fund in 2022 which explains how the NHS works using line drawings.

Yuen added that Kings Fund have done a study re staff wellbeing will improve patient care.

10 The meeting closed at 20.00 hrs.

Date of next meeting 05.12.24 at 18.30hrs.

To be held in Boultham Park Medical Practice. LN6 7SS