

Heathbridge Practice Patient Participation Group Meeting Minutes

31st August 2022 – 18.30

ON SITE

In Attendance:

From the Practice: Jay (Practice Manager), Simona (Payroll and Data Manager), Cedrick (Patient Service Team Manager), Kuan (Patient Relations Manager), Dr Samuel Lazarus (GP Registrar), Kelsey Lawson (Physician Associate)

Patients: PL, LF, ST, PH, AK, MB, SMc, JJ, JB, JV, DG, JW, VS, ZG, AM, SS, AE, 4 Representatives from Brazilian naval commission Office. (Interpreters also present)

Apologies:

MATTERS ARISING FROM LAST MEETING

WHO	ITEM	ACTION
	NONE	

MINUTES FROM MAIN MEETING

ITEM	ACTION
<p>Jay (JF) led the meeting as the practice representative. JF introduced some key staff to the group, namely our data managers, IT manager, Physician's Associate, and GP registrar.</p> <p>Acknowledged the large turnout and thanked everyone for taking time out to attend.</p> <p>This is the second PPG meeting with no chair. At the previous meeting, there was a patient who had nominated themselves as the chair. However, since then, the patient has relocated and is no longer a part of the practice register.</p> <p>This meeting follows on from that. JF mentioned that there was a need to have a chair as soon as possible, as, after all, this is a patient's group.</p>	
<p>Polio Vaccine Campaign</p> <p>The Polio vaccine campaign has commenced - 2022 autumn Covid-19 & Flu booster programme. Please see details in our meeting agenda Appendix 1 & 2.</p>	
<p>Clinicians/Staff Update</p> <p>We are updating our noticeboard so that all clinicians appear and a list of who is who at the practice.</p> <p>JF introduced our new PA (Physician Associate) Kelsey Lawson to the group. Kelsey explained their role as a PA and their contributions to general practice. A full list of their responsibilities will be made available on the website and on the noticeboard once updated.</p> <p>JF mentioned that two of our doctors are currently on maternity leave and we are doing all we can to find locum cover for these posts.</p> <p>JF took the opportunity to mention that there are developments in GP practices regarding staffing. Our practice is a big practice and therefore not just comprised of GPs and nurses. We now have Pharmacists on site, Physician Assistants, First Contact Practitioners (physio), Social prescriber, and mental health support worker. The team is growing and demand is higher than it has ever been so we ask for support from our patients in understanding the different pathways available, other than the GP. Our care navigators are being trained to help in signposting our patients to different services available.</p>	
<p>Health Records Management</p> <p>From 1st of November, patients can access full information regarding their health records in the NHS APP. Please see the meeting agenda in Appendix 3 for more information.</p>	

<p>Carer's Clinics We have a Carer's clinic running on the first Friday of every month. If you know of anyone in a caring role, feel free to mention the clinic every Friday. Please note, this is only exclusive to Heathbridge Practice patients.</p>	
<p>Become a member of the PPG If you wish to become a part of the PPG please send an email to waccg.primeppg@nhs.net or enquire at reception for further details. We are currently in the process of trying to nominate a lead for the PPG. If anyone wishes to become our Chair to lead Heathbridge PPG please submit your details and reason for nominating yourself to the email supplied or to Kuan.</p>	
<p>Feedback regarding website, AccuRx online tool, and IT issues Medical issue details box limited to 300 characters. Please see Appendix 1 below. – <i>Practice's response: IT Manager mentioned that unfortunately, as this is a third party application, this is beyond our control. We will feed this back to the organisation and check whether there is scope for increasing character limits.</i> Not able to access main content from our website because of the pop-up messages. – <i>Practice's response: The pop up messages are seasonal or intended only to support current health campaigns such as flu and polio. If there are important messages such as phone lines down, this is when we will use the pop up boxes. They won't appear on other occasions.</i> Patients finds difficult to link or not able to access their information to the practice. – <i>Practice's response: we will feed this back to the partnership.</i> AccuRx online tool only available during certain hours to protect patients and our clinicians.</p>	<p>CO to feedback to AccuRx</p> <p>Feedback to partners</p>
<p>Consent for sharing group picture Everyone who attended the meeting will email their consent to share the group picture on the website.</p>	
<p>Next Meeting – 3 months' time</p>	<p>To be confirmed</p>

ACTIONS FROM PREVIOUS MEETINGS

Date	ITEM	ACTION
	None noted	

APPENDIX 1

Medical Request

Medical issue details

Please describe the medical problem

If you are filling this in on behalf of someone else, please make that clear

Type response here

300 CHARACTERS REMAINING