

Port View Surgery

Patient Participation Group Minutes

Tuesday 10th October 2023 @ 5.30-6.30pm

Present: Brenda, Rod, Julia, Trevor, Margaret, Marie, Marilyn, Angie, Pauline, Tina (Practice Manager), Mandy (SP), Peter (Chair)

Apologies: Dave B, Roy, Gail, Sally, Jenny, Sarah, David Y

Minutes from the last meeting

Read and agreed.

Matters arising

Jenny sent a comment prior to this meeting querying the statistics produced by the previously discussed 'snapshot' questionnaires. It was agreed that, owing to the limited number surveyed, this was not necessarily a true representation on which to base an evaluation of a GP Practice.

Practice manager's update

The Port View Team

Tina reported on changes/additions to staffing at Port View:

- 4 new locums have been sourced for a total of 4 sessions per week. However, this does not cover the 8 sessions which the ANP who left used to provide. Tina also confirmed that locums need to be booked well in advance and she is already planning months ahead.
- The locums:
 - Two newly qualified doctors providing routine clinics cover;
 - Plus, two who are now involved in clinical administration, referrals, etc.
- Advanced Care Paramedic.

The meeting discussed the existing and new staff and the way the Patient Advisors would now be able to signpost patients to the following team members, as well as the doctors:

- An Advanced Care Paramedic
- Two First Contact Physios
- A Clinical Pharmacist
- A Social Prescriber

Each day, there is an 'on call' doctor, who is free at the beginning of the day, but quickly becomes fully booked. Therefore, unfortunately, appointment shortages are still causing frustration. Port View staff are being provided with additional training to help with workplace stress and manage aggressive behaviour.

Flu clinics

Tina described how the clinics have been taking place over the last two weeks, including sessions on Saturdays. Approximately 850 people have attended in each week. Additionally, flu vaccines are still to be provided to care homes and housebound patients.

Questions were asked about the provision of COVID vaccinations and how some people have had difficulty booking them. This appears to have been largely due to the whole COVID programme having been brought forward unexpectedly and the NHS booking system only just catching up with the new timetable.

Communication with Patients

Rod presented his proposals for how patient's expectations might be managed. The discussion included better explanations via the website about:

- how the surgery is managed;
- the role of the Patient Advisors.

As an initial step, the Port View website has now been updated to show [the current staffing](#) and introduce the new members of the team.

As another way of communicating with patients, Rod provided his first thoughts on a Newsletter. He has begun work on a template for the document, which would then be easy to populate with information. The group thought that this was a good idea and Tina has agreed to provide the content. From the PPG, Rod and Pauline have agreed to work together to take this project forward.

The newsletter is likely to be distributed using Port View's existing bulk messaging system.

Social Prescribing

Mandy reported:

- that she is now seeing the results and benefits of the social prescribing sessions and the advice given to patients over the time she has been working with Port View.
- A new 'referral only' wellbeing session is starting in the Community Kitchen on 19th October. The session will run weekly between 11.00 and 15.00. Wellbeing encompasses all aspects of the ways in which patients can be encouraged into ways of self-help. For example, topics such as diet, life style and pain management will be covered. Additionally, people will be offered ongoing support to help them achieve the improvements they want to make.

Chair's update

Peter explained that the Health Action Group is finalising recommendations before making these public.

AOB None.

Date of next meeting - Tuesday 5th December 2023 @ 5.30pm in the Community Kitchen