

Healthier TOGETHER

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Agenda

Date/time of meeting: Mon 12th June 2023, 12.30pm

Venue: Online (MS Teams, invite has been provided via email)

In attendance: Carole Slater, Pete Blackman, Dr Ali Corke and James Druce

Points discussed:

- Welcome and introductions - James
- Review/update on any previous actions – James
- Carole suggesting something more social element to the PPG meeting perhaps. Pete suggested establishing who might be available. Giving something out to people when they come to their appointments. Meeting up physically in person with refreshments.
“We need your help” messaging could be useful. Getting younger people and more families. Could be more of a “drop-in” style PPG. Difficulties were discussed in availability of busy people. It was also suggested GPs could perhaps give leaflets to patients.
- Writing sensitive matters down on paper at reception when a patient is making an enquiry. James will produce a simple sheet that can be used at the desk in a trial.
- Carole asked if there could be a private room or space for such conversations as well. Ali shared this is not physically possible in the surgery buildings due to space and practicalities of the pace that patients need to be seen in the busy surgeries. This was acknowledged and continues to be open to ideas and suggestions. Staff are already being reminded about sensitivities required.
- It is possible to put message on prescriptions for promoting digital access, website, PPG etc. James to take this idea away and progress.



Update on any new services/initiatives/clinics – Ali:

- Lizzie Williams – asthma nurse is now working with the partnership and providing specialist and tailored asthma/lung health support.
- Ali updated us that Maternity services used to be provided at practice level, this has now been centralised and based in Tisbury. This is proving difficulty for those who may be especially vulnerable to travel bigger distances and poor public transport. This has been fed back but is a national NHSE scheme, as naturally this affects new mums.

Any key messages from TOP practice management – Ali:

- Flu jabs as per usual autumn program
- Expecting covid booster/combination jab for autumn, but no news yet.
- Don't know our local board update as this is being managed by the ICB.
- Pete asked is it possible to see how many of our applicable patients have taken up the booster? James to look into.
- It was suggested to see if the national booster program could give this data. Salisbury Medical Practice are doing many Wilton ones.
- Difficulties shared around how central NHSE specify the vaccines must be administered, which makes it especially challenging for local practices – it is not as simple as the flu jabs.

NHS “Friends and Family test” feedback:

- Task about medications being ordered by the reception (for dispensary) when a specific medication needs to be ordered in. Very specific (high value) medications. James to check with the reception team about process. Needs to ensure when booking to check if an injection is required. Patients need to mention this at time of ordering. Issue is when patient book an appointment off their own back. James to look to see if there is a way of S1 automatically flagging “out of ordinary” appointments. A suggestion was made to look at pre-bookable online appointments (not for a procedure or injection which need to be booked via phone) in due course.

Any key staffing changes? Dr Ali

- Lizzie Williams – asthma nurse now providing respiratory care (2 days/week) with those who have COPD/asthma. Additional team member to expand capacity and service. Works across surgeries on different days.

Communications update (James): patient newsletter, requests, ideas/suggestions

- F&F results – sharing the positive and negative feedback. It is overwhelmingly positive, which is naturally very good. Results and anonymised comments were discussed. 91% said “Very Good”, 6.5% “Good”, 1% neither agree/disagree, 0.65% reported “Poor”, and 0.65% reported “Don't know”. Helpful results that the practice will keep monitoring.



Dispensary update – Ali

- Still lots of out of stock medications due to global supply issues. HRT medication has gone up approx. 400% in last 3 years so is struggling to keep up with demand. Challenges communicating.
- Dispensers are swapping between different drugs as required, which is helping manage the challenges.

AOB – PPG members

- Pete mentioned “contact us” section of website and what happens when sent (no acknowledgement when a patient sends a message, so they are unclear). *This has since been actioned with the external website provider and will be remedied shortly.*
- Carole to talk to chairman of The Link patient transport. The anti-natal clinic is going to be based at the NADDER centre (Tisbury) – will create extra demand for their service. Carole will feedback so the service is informed.
- Dr Meader – still off work indefinitely. Everyone wished her well. No other update. Dr Holt (locum) has been helping provide additional support and capacity, which has worked very well and the practice is getting good feedback.
- Practice was thanked by patients present for all its work and is appreciated.

1. **Date of next meeting:** Mon 11th September at 12.30p. Next session to be promoted on Facebook again (in addition to physical leaflets).
2. **Drop-in Feedback session** to be planned and date arranged with management, so that the more social/informal style might provided more feedback and attract more people.

