

## **Trowbridge Surgery**

### **PPG Meeting Minutes – Monday 9<sup>th</sup> March 2023- 6pm**

#### **Attendees**

**Trowbridge Surgery Practice Team:**

**Natasha Wilson** (*Practice Manager*), **Amina Mulla** (*Assistant Practice Manager*)

**Patients:** 502423, 302, 501143, 6635

**Apologies:** Dr Esther Fernandes

#### **1. Welcome and Introductions**

- Introduction and welcoming patients to our first PPG in the New Year 2023.

#### **2. Actions from last PPG Meeting:**

- Natasha updated Food box donation, everything was arranged but Hackney Council was unable to collect.
- Action: Natasha will contact Hackney Council again to check if they will commit to collecting the Food Donation Box.

#### **3. Patient Feedback – National GP patient survey results and Practice Action Plan:**

- Natasha went through GP patient survey results and discussed the lower percentages. Advised surveys are sent on behalf of NHS England and are post to patients annually.  
Results discussed:
- How often do you get to see or speak to your preferred GP when you would like to?  
Learning point and action in Practice action plan- when patient's call for appointments, staff will ask if there is a preferred GP they would like to see or they will check last consultations to check for the last GP the patient saw. However, it could be that the GP they saw is not available depending on the urgency and may be booked when they are next available if routine.
- Was given a time for their last GP appointment?  
Patients are always given a time for their appointments unless it is a telephone consultation of which they are given a time frame. Unless opted out, all patients should also be receiving text confirmations/reminders of their booked face to face appointments.
- During your last GP appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Action Plan: We discussed in our clinical meeting- Clinicians encourage patients to engage in their care. A question to be added at the end of each consultation- are you happy with the plan of treatment?

- Patient 502423 – Thinks we provide a very good service overall and thanked all the staff.

4. Practice updates – Additional space requirement/planning, local services available, such as weight management, social prescriber:

- Natasha updated on additional space - porter cabins on the green space outside of the surgery, still in the planning stages. Will hopefully be happening soon as we have been struggling with space.
- Patient 6635 mentioned a lot of patient's are not happy as the green space will be taken away. Natasha assured we will not be taking all green space.
- Natasha went through:
- All the clinicians that work at the practice and also updated that we have a new GP starting in May 2023.
- We have a training GP with us three times a year for 4 months at a time.
- We have 2 pharmacists and also training pharmacists.
- We have 1 nurse and 1 HCA
- It has been a struggle to house all services and clinics with the space we currently have.

Role of Social Prescriber:

- Social prescribing is about helping patients find ways to improve their health and wellbeing by supporting and linking them up with services in their local area to support them.
- Social prescribing seeks to move away from a medical model and towards a holistic person-centred, or family-centred, view of wellbeing, identifying the root causes of the individual's and/or family's issues and tackling them head on, to connect them into community-based support and making the most of community and informal support.
- What activities can patients be social prescribed to?  
Types of activities are varied, but often include:

- art classes, singing
- gardening groups
- faith groups
- volunteering and employment support
- walking groups

Role of Dieticians:

- To help and improve weight management and help with patients with long term conditions.

Role of District Nurses:

- They see patients who are housebound for:
  - Blood tests
  - Blood Pressure Check
  - Dressing

5. Practice Team Updates – New Joiners/Leavers:

- Sabrina Richard – Receptionist/Admin- Joiner
- Omar Islam – Phlebotomist- Role update
- We are in the process of training another staff member as a Phlebotomist
- We are in the process of recruiting another Receptionist/Admin member

6. HUB/Extended Access updates:

- Natasha updated, extended hours/HUB is going well.
- Extended Access on Thursdays now we have the following:
  - GP – Telephone Consultations
  - Pharmacists – telephone Consultation
  - Nurse – Face to Face
  - Phlebotomist – Face to Face.

7. Patient engagement – Events, raising awareness and wider PCN engagement event:

- Natasha discussed our desire to have more patient engagement through awareness days, events and education sessions and any suggestions would be welcome.
- Natasha suggested a walking group. Patient 6635 – mentioned patients do not really engage from his experience from his Diabetes walking groups.
- Amina suggested having a McMillan Coffee Mornings.
- Patient 6635 – suggested having an event regarding the green space and porta cabin- to explain the practice's predicament with space constraints.
- Natasha mentioned the practice desire to target wider patient populations for the PPG group. For example, our younger population who seldom have been represented in our PPG group and meetings will include the option of joining virtually/ telephone.

8. AOB:

- Patient 302 – Wanted to know what our patient list size – Natasha informed just under 8000 patients.
- Patient 302 mentioned when calling at 8am to book an appointment the message on the phone while waiting in the queue is very long, Covid-19 message should be taken off as Covid-19 no longer requires restrictions. Amina mentioned

Covid-19 still exists so we need make sure patients who have tested positive do not attend the surgery.

- Patient 302 mentioned waiting in queue to be answered is very long, sometimes he is waiting over 25-40 minutes in the morning, Amina mentioned this is he peak time at 8am were all patients are calling to book an appointments.
- Action: We will explore how we can improve on this.
- Natasha explained we have a Bypass Number, and who this is for –emergency services and urgent communications. Patient requested as he is a very old patient registered at Trowbridge Surgery and if he is able to have the Bypass Telephone number. Natasha mentioned unfortunately this is not possible as it is a bypass number for services.
- Action: Practice to explore another option for vulnerable patients contacting the practice by phone.

Minutes taken by: Amina Mulla

Date of next meeting: TBC