

Preston PPG Minutes 26-11-2019

Present: Dr Ella Costales (GP Partner), Sandra Maddison (Practice Manager), Leanne Birch (Operations Manager), Tracey Scorer (PPG Co-ordinator), Leslie Senior (Chairman), John Hewitt (Vice Chairman) and 19 PPG members.

Apologies: 6 PPG Members

Leslie welcomed everyone to the 19th PPG Meeting and thanked everyone for coming.

Updates from previous meeting

- **Preston Flood** – Preston Surgery is now back up and running after closing for one month due to the flood. Everyone pulled together and worked from Royal Crescent Surgery, and although it was a tight squeeze at times, we continued to provide all appointments with no cancellations. Patient feedback received at the time was very positive on how smoothly this was dealt with by the practice.
- **Leg clubs** are now up and running at all 5 venues. Venues open 9.30 – 11.30
Monday – St Francis Church, Merridin Close
Tuesday – Westham Methodist Church, 103 Newstead Road
Wednesday – Willowbed Hall, Chickerell
Thursday – The Springfield Centre, 436 Dorchester Road
Friday – Wyke Regis Community Centre, 7 Ryemead Lane
- **TV Presentation** A new TV has now been ordered and will be up and running in the next couple of weeks. (*Post meeting note – the TV is now up with a new presentation.*)
- **PPG Notice board** – Ordered and will be placed under the new TV. (*this is now up*)
- **Digital Champions – Free one-to-one computer help** – Appointments are still not being used. PPG asked to spread the word that free help with computers is available.
- **Patient Online** – 5233 patients are currently registered to use Patient Online Services which is 26.7%. In June 2018 there were 3743 patients signed up. The practice is pleased with the increase, but would like to see more patients using the service.

Surgery Updates – Sandra Maddison

Staff - Dr Sarah Pillinger – GP registrar – Dr Costales is mentoring

Flu – Flu vaccination walk-in clinics have been held. 4,900 patients have been vaccinated so far, which is less than previous years. We are low in vaccinating our chronic disease patients and currently 75% have been vaccinated as opposed to 95% in previous years at this time. Roughly 600 patients have had vaccines at the pharmacy which is similar to previous years.

Sandra asked the group if they may have heard any reason why patients were not taking up the vaccine this year? and asked the group to encourage any patients who were eligible and not yet had the vaccination to contact the surgery.

A PPG member said that the flu clinic he attended was extremely well organised and commended the surgery on this.

Feedback from previous Patient Surveys / Questionnaires

Sandra provided patient survey feedback from the last 5 years which indicated some recurrent themes.

- **GPs running late**

After PPG input:-

- Breaks put into the GP clinics to enable GPs to run more to time.
- Patients can book a longer appointment.
- Patients will be informed if the GP is running behind.
- All clinicians to start on time.

Dr Costales said we like to allow patients to have their time to talk and encourage patients to book a longer appointment if they feel this is needed.

- **Telephone Answering**

Receptionists are trained to ask questions in order to gain information and deal with patient queries efficiently, and to signpost patients to the correct service.

The practice now has a new telephone system, which can enable the phone lines to be answered at both practices if needed. One PPG member said it was still difficult to get through at 8.30.

Sandra said a PPG sub-group will be working on a new survey regarding patients with long term conditions and patient empowerment.

Mental Health

Concerns were raised at the meeting of the lack of mental health services available in the locality. Dr Costales said Dr Thornton - consultant psychiatrist for older people had now retired, Dr Godfrey has transferred, and Dr Coslett had moved elsewhere, currently there is a locum in this position. There is a national problem with recruiting, but mental health is still a major problem.

People who reach crisis state over a weekend, may not have access to professional services but can get support by talking things through with a trained volunteer.

Dr Costales said looking at the frequency of attendance stats, patients are using their GPs more and more as a support mechanism – possibly because of the lack of support elsewhere.

There is a need for more education on mental health to be available for all people and that depression should not be seen as a 'dirty word' but people should feel able to speak up if they are feeling low and depressed.

The group felt it would be beneficial for a future meeting to be focussed on mental health, to cover the range of support from self-help through to the CMHT and have a health professional talk at the meeting.

The group expressed their sincere condolences to a PPG member who had recently lost her granddaughter tragically to depression.

PPG Locality Chair Group

Peter Greensmith - PPG Locality Chair informed the group that the PPG Chairs from the locality meet quarterly and share items of interest from their respective PPG groups.

The group are keen for people to engage with their own health behaviours. In the locality 60% of people are overweight, and of those, half are classed as obese. Conversely 40% of people admitted to DCH are malnourished. Weymouth & Portland have 40% higher than the national average of the 60+ age group in population.

The group are planning an event for next year which will focus on health, nutrition & self-management, targeting the 60+ age group.

Making the most of your appointment

John (vice chair) discussed ways that patients could help make the most of their appointments, and asked the PPG to help in creating a short form that patients could complete whilst waiting for their appointment, ie:

- What is your main complaint?
- How long have you had this?
- Are there any triggers?
- What help have you tried
- Mental health
- If you think you have a urine infection – bring a urine sample

Dr Costales encouraged this idea and would like to work with the PPG further on creating this. To be discussed further at the next meeting.

Walking for Health

Leslie said he had recently taken part in a local health walk, had found it very enjoyable and would encourage anyone to attend. There are 3 organisers who lead the walks, with one walking at the back of the group to ensure no one gets left behind. There are also free Trishaw rides, for people with limited mobility. Please see the attached fliers for further information.
the

AOB

Next Meeting

The next meeting will be held on:
Tuesday 25 February 6.30-8pm

Acronyms:

PPG Patient Participation Group
PRS Preston Road Surgery
RCS Royal Crescent Surgery
CCG Clinical Commissioning Group
COPD Coronary Obstructive Pulmonary Disease
CMHT Community Mental Health Team
DCH Dorset County Hospital
LTC Long Term Condition
PCN Primary Care Network
2HH 2 Harbours Healthcare