

**MINUTES OF WESTBURY GROUP PRACTICE  
PATIENT PARTICIPATION GROUP MEETING at WHHC**

Date: 4<sup>th</sup> June 2024

**Present:** - (SC), (MW), (MK), (BW), (MP), (IH), (JP), (SD), (AS), (VS), (PM), (DR), (BC), (GC)

**Present from the Practice:** - (JM), (MJ), (CM)

**Apologies:** - (MD), (BB), (DB), (PBr), (CR), (SK), (AH), (DH), (VM),

	<b>AGENDA ITEM</b>	<b>ACTION</b>
1.	<p><b>Welcome:</b> SC welcomed everyone to the meeting. Gave apologies for those that could not attend. SC explained that the talk that we were hoping would be given by the Physician Associate unfortunately can't go ahead this evening. So JM will step in and do a talk on back pain/problems.</p>	
2.	<p><b>Presentation on Back Pain/Problems by JM:</b> JM Explained that as well as being a GP he also works in professional sports medicine as well as an orthopaedic clinic for over 20 years. Back pain is one of the world's most expensive conditions. It's very common, but difficult to manage as there are so many structures in the back that can cause pain that it is difficult to tell where the pain is coming from. Xray's and MRI's cannot always be helpful. IV asked if the term slipped disc has been renamed and what is the treatment. JM explained that the term isn't used anymore and explained what it means and that it can be treated with an injection, spinal infusion. SD asked if you could rupture something in your back, JM advised yes you can. MP asked what is the best pain relief for back pain and can you damage yourself more by carrying on with usual activities. No, you can't damage more, and pain relief will depend on the problem and what other medication the patient is on. SC thanked JM for his last minute arranged presentation.</p>	
3.	<p><b>Review of the Minutes of the last meeting on the 27<sup>th</sup> February 2024:</b> The minutes of the last meeting were</p>	

	<p>signed as a true record as no amendments had been received. Results from the presentation survey were.</p> <p>Local Community Services - 10  Physician Associate – 9  Public Health Wiltshire - 7  Update from Integrated Care Board – 7  South Western Ambulance Service – 3</p> <p>So, hopefully, we will have presentation from the Local Community Service Team in September and the Physician Associate at WGP in December.</p> <p>Closure of the POD has caused a lot of worry from patients that do not have access to the internet but as things have reverted to the original process before the POD was in place patient anxieties seem to have been allayed.</p> <p>CM has co-ordinated several IT sessions in the surgery which have been successful and he is happy for people to drop in to get the NHS app sorted.</p> <p>SC then passed a list round for anyone to sign who is willing to volunteer to give out leaflets on the new on-line systemconnect, to promote self check-in, to understand the new phone system and to carry out the patient survey in 2024.</p>	
4.	<p><b>Surgery update:</b></p> <p>JM explained there has been a lot of work going on around the IT within the practice which will hopefully get a lot more people using other methods which will free up the phone lines. We will be using systemconnect which will be instead of econsult and patches. Communications will go out to patients this week regarding the new systemconnect. It will be available to use from tomorrow. The new phone system is called Surgery Connect so it can get a little confusing.</p> <p>DR asked if as there is a lot of confusion by all the systems could we put a banner on the website advising the best way to contact us. CM advised that he will be working on this from tomorrow and it is certainly something he will be looking at.</p> <p>The phone system is in process, but we haven't got a 'go live' date yet but it hopefully won't be long. It is a system that is integrated into the clinical system we currently use and would bring up patient records based on your phone number, which is why it is important that we have an up-to-date contact number. There is a call back facility in which you don't lose your place in the queue.</p>	

	<p>We have been successful in recruiting an experienced GP and a diabetic nurse and current retention of staff and moral is good.</p> <p>IV asked when you want ailment advice from a clinician and send it in via systmconnect who would that go to? JM advised that it would go to reception to triage the same as a phone call. Reception has a variety of tools and training to be able to deal with this and since changing the system they also have a GP sat with them for advice should they need it.</p> <p>IV asked what would be the response time and how would the patient get the response? JM replied it would depend on the seriousness of the problem, you may get appointment same day and a phone call of advising you of that. Or if more routine you will get an advance appointment and response via text or email.</p>	
5.	<b>AOB:</b> No one had any other business.	
6.	<b>Date of next meeting: Tuesday 3rd September 2024 at 6.30pm at WHHC.</b>	