

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

Date: 3rd September 2024

Present: - (SC), (BY), (MP), (IH), (SD), (PM), (DR), (BC), (GC), (PBr), (AH).

Present from the Practice: - (MD), (MJ), (CM)

Apologies: - (MK), (BB), (DB), (CR), (SK), (DH), (VM), (BF), (JP).

	AGENDA ITEM	ACTION
1.	<p>Welcome: SC welcomed everyone to the meeting and gave apologies for those that could not attend. She welcomed Tina and Claire from the Community Team.</p>	
2.	<p>Presentation from Community Team: Claire thanked us for inviting her to give this presentation. Tina is the team leader for Westbury & Warminster community team and Claire is the overall team leader for West Wiltshire. They gave a brief overview of the community services. There are 11 teams in all for the county and Westbury/Warminster team consists of 44-48 staff members, and they support patients that are housebound. Service is accessed through referral from a health care professional i.e. a GP referral and through the single point of access through Medvivo. BC asked do you work with other organisations, Claire replied yes, we work in collaboration with GP surgeries and tap into other services too. MP asked who deals with PEG care. Claire replied it would be the family or they would have a care package.</p>	
3.	<p>Review of the Minutes of the last meeting on the 4th June 2024: The minutes of the last meeting were signed as a true record as no amendments had been received. SC advised that the new phone system has now been installed and the feedback she has received has all been positive. It was asked when they were installed CM advised that it was 30th July, the feedback he had received had also been positive, and patients like the call back feature. We answered 8000 calls in Aug, average 400 a</p>	

	<p>day. 75% of calls were answered within 10 mins. IH asked if there was additional cost for a call back. CM advised that there wasn't. BC raised that he had contacted the surgery via email and got a phone call quickly and wanted to thank the surgery for such a great response. A quick update was given on the new online platform Systemconnect. CM advised that we have had 500 enquires in August, 428 were clinical and 71 admin. In comparison, with econsult we had 650 a month but we need to allow patients to become aware of the new platform.</p> <p>AH wanted to give some feedback, he was 24 in the queue and requested callback and it was marvellous. He was surprised by the 'zero tolerance' welcome message and are we still losing staff due to patient rudeness? CM advised that yes we are and MD advised that we send out more zero tolerance letters than we ever have.</p> <p>SC advised, at the last meeting, it was proposed that we would produce a leaflet for patients on the new phone system and the online system. However, through illness, this was delayed and at a recent PPG Sub-Group meeting it was decided that this was no longer needed.</p>	
4.	<p>Surgery update: MD advised that unfortunately we have recently lost one of our advanced practitioners, she has relocated to Swindon. We have also lost a clinical pharmacist. We have a new trainee GP and he is in his final year of training. Our clinical lead Rachel has also unfortunately left the practice. We used to have a separate team dealing with the admin for the practice but some of the staff members in the team have left so we have integrated this work into the Reception Team and the Prescription Team. Dr JM is currently on a sabbatical and is due back next week. Currently we have 13 GP's and 2 long term locums. MP asked do they all work full time? MD replied no they all do different numbers of sessions. MP asked what the equivalent was. MD currently doesn't have that figure. He mentioned that demand is very high, and we don't have enough appointments. Currently we have vacancies in the Reception Team which can impact on call waiting times.</p>	

5.	<p>AOB: SC had been asked by DB, a governor for the RUH, to inform everyone that RUH are having an open day on 21st Sept 12-4pm and that the RUH AGM is on 23rd Sept 4.30pm-7pm. Both would be good ways to find out about the current running of the RUH.</p> <p>SC informed everyone there are flu clinics on 12th October and 9th November in Westbury at WHHC. Currently PPG volunteers are not needed for these. There may be a clinic at Bratton, but this will be confirmed. Volunteers may be needed if this goes ahead and volunteers may also be needed for the Patient Survey 2024 and SC will be in touch for this.</p> <p>IH asked with medication reviews being done on patient's birthdays what happens if the review was done in earlier months. MD explained this will either be done early and prescriptions will authorise extra months then the review will overlap.</p> <p>CM just wanted to mention that we currently have 24,536 patients. DNAs for August amounted to 21 hours of clinician time. He asked if there was any further data or any other information that would be useful to know, then please let him know.</p>	
6.	<p>Date of next meeting: Tuesday 3rd December 2024 at WHHC at 6.30p.m.</p>	