

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

Date: 27<sup>th</sup> February 2024

**Present:** - (SC), (PM), (DB), (MW), (BW), (MP), (IH), (JP), (BC), (GC), (SD)

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

**Apologies:** - (PBr), (CR), (DR), (MK), (SK), (AH), (DH), (VM), (BB), (BF)

	<b>AGENDA ITEM</b>	<b>ACTION</b>
1.	<b>Welcome:</b> SC welcomed everyone to the meeting. She introduced SD who has attended the meeting as a potential new member.	
2.	<b>Review of the Minutes of the last full meeting on the 5<sup>th</sup> of December 2023 and matters arising:</b> The Minutes of the last meeting were signed as a true record as no amendments had been received by MJ or SC. SC advised that unfortunately she was unable to attend the funeral of PB and that SK represented the PPG. SC advised that most matters arising will be covered in MD's practice update. Following this meeting, SC will total the "Suggestions for Presentations" votes received and she will try to book the top three for our meetings this year.	
3.	<b>Review of Minutes of the last AGM Meeting 28<sup>th</sup> February 2024:</b> SC ran through Minutes of the last AGM. Information regarding the training that the reception team receive is now on the website. SC mentioned that she thought the website was being updated, MD confirmed this, and it was an area wide update but there has been no mention of it recently probably due to updates with phones and digital platforms that are also taking place. The White Horse news updates are now being published. CM was thanked for his work in this. "Did Not Attend" figures will be included within these articles in the future.	
4.	<b>Chairperson's review of the Year:</b> See attached report	
5	<b>Treasurer's Report:</b> MK provided the Treasurer's Report, see attached. SC advised that the bank account has now been closed and de registered with HMRC on the 25/8/23.	

	<p>The balance of £286 was donated to Crosspoint. It was decided at the Sub-group meeting that the post of treasurer should continue for the moment in case it was decided that a bank account was required in the future. MK is willing to continue in this role.</p>	
6.	<p><b>Surgery update:</b></p> <p>MD gave an update on the telephone system. The funding has been approved, everything is signed, and we have now had our site survey. We are just waiting for a date for it to be installed and go live. The system links to the clinical system which means that patients details will come up automatically based on the phone number we hold on the records.</p> <p>MD also updated on the new digital platform that we are going to use. We currently use econsult and were looking to change to patchs but MD has heard that there are some problems with this platform. Our clinical system systemone has now introduced a new platform called systmconnect that integrates into the system. This is currently being trialled by staff and is currently not live for patients. MD explained it is a pathway for symptoms and signposts to a correct solution. You can also order medication or make an admin request through it. As it is integrated into our current system, we feel it will be more streamlined. We are currently having a drive to go paperless, sending more things via email or text. Currently sending via email means that patients need to set up an egress account so that they can receive information securely. We are looking at ways we can do this without patients needing to set up other accounts.</p> <p>MD advised that the POD will be closing in June but is currently reducing hours as they have lost a lot of staff. We are having IT sessions to help patients set up the NHS app or systmonline so that they can order their medications this way. Patients that have no internet access can still come in and fill in a paper copy. We have recruited 2 new prescription team members due to the increase in workload with the POD closure. MD advised that we have also been successful in recruiting a new diabetes nurse, a nurse associate, and another GP. MD</p>	

	<p>thanked SC for her continued hard work and expressed that we are very lucky to have her.</p> <p>DB asked so the POD will close, and you will no longer be able to phone from the end of June? MD agreed.</p> <p>DB also asked what the timeline was for the phone and systmconnect. MD advised that we are waiting for the phone company as we have done all we can. But hopefully won't be long for systmconnect.</p> <p>SC asked if a patient with no phone-in service or internet could take their requests to the chemists in the High Street like they used to before the POD? MD is unsure of this and will find out.</p> <p>DB asked if the call back function on the new phone system has cost implications for the patient. MD confirmed that it didn't and there is no cost to the patient for this feature.</p> <p>BC asked if we have a fallback system in the event of an IT failure. MD advised that we had discussion around this, and we do have a business continuity plan, whereby we could work from the Avenue surgery in Warminster and we also have our surgery in Bratton.</p> <p>DB asked if there was any feedback regarding the use of systmconnect from other users. MD advised that not yet as it was only launched in January, so it is very new. Anything we have heard has been positive.</p> <p>MP asked if the Saturday morning surgeries could be advertised as no-one knows about them. MD advised that we only do about 7 a year and have an agreement with all the other local surgeries so they are not just for our patients. It was also shared that they are all telephone calls and not face-2-face. If we advertise then we are raising patients' expectations that they can get a Saturday appointment when the reality is that there are only a few for Westbury patients.</p> <p>JP asked what times the IT training sessions are. CM advised that they are 5.30-7pm and the dates have been advertised on the screens in the waiting room, the facebook page and the website.</p>	<b>MD</b>
7.	<b>Elections of Officers:</b>	

	<p><b>Election of Chair: SC</b>  <b>Proposed by DB</b>  <b>Seconded by GC</b></p> <p><b>Election of Vice Chair: DB</b>  <b>Proposed by MP</b>  <b>Seconded by SC</b></p> <p><b>Election of Secretary: MJ</b>  <b>Proposed by SC</b>  <b>Seconded by DB</b></p> <p><b>Election of Treasurer: MK</b>  <b>Proposed by SC</b>  <b>Seconded by MP</b></p> <p><b>Membership of the Sub-Group:</b>  SC advised that the Sub-Group can number anything from 6 to 10 members. In 2023 – 2024 there were 8 members in the Group. DH has withdrawn from the Sub-Group owing to health issues. SC thanked her for the support that she has given over many years to the PPG and to herself. DH will remain a member of the Full Group. Thus, there are 3 possible vacancies. JP had registered an interest with SC in becoming a Sub-Group member. Therefore she will be joining this year.</p>	
8.	<p><b>AOB:</b> SC advised that she may be contacting members later in the year asking for help with the patient survey. Also she may be asking members to help promote systemconnect once it has been introduced.</p> <p>DB asked if we were going to hold a health fair this year. MD advised that they had talked about that and hopefully we will arrange something for the summer.</p> <p>IV asked if patients now used the self-check-in machines. MJ advised that some do but others ask where they are!!</p> <p>SC asked if WGP wanted our help in directing patients to the screens and helping to check them in. MJ is going to monitor the situation and report back to SC.</p>	

	MP asked if you see a GP and they want to see you again can you pre-book that appointment? MD advised that we are still operating a book on the day system.	
7.	<b>Date of next meeting: Tuesday 4<sup>th</sup> June 2024 at 6.30pm at WHHC.</b>	

**NB:** Following the meeting, PM spoke to DB and SC about becoming a member of the Sub-Group and what it would involve. She indicated that she would like to join and she will be attending meetings from May 2024.