

Lapworth Patient Participation Group

Agenda: Wednesday November 22 2023

No.	Item	Lead
1.	Apologies	HD
2.	<p>Matters arising from minutes of June 23</p> <p><u>Items in red will be covered in separate reports by JB and HD later in the meeting</u></p> <ul style="list-style-type: none"> a) Has the PPG banner been used at any more functions ? (KR) b) Need for another face-to-face member – progress? c) Sharing PPG Contact details (HD) d) Induction plan in place (HD/CS) e) Affiliation Certification received (JB/HD) f) Name badges (JB) g) Slowing slide presentation in waiting room (JB) h) Reducing notices on boards in waiting room (JB) i) Car park sign – Patients only Monday to Friday ? (JB) j) Update on Alcester Hub for PCN k) Meet the staff event (HD) l) Website update (JB) 	HD
3.	Report from Heather Day on South Warwickshire Patient Engagement (SWPE) ,Arden PCN PPG Meeting and surgery matters	
4.	Report from Doctors- CB/JS	HD & DJ
5.	Report from Julie Briney – Practice Manager	HD & CS
6.	Update on Healthwatch Warwickshire – (DJ / KR)	HD
7.	AOB	PPG

Minutes of Meeting

Minutes of meeting held Wednesday November 22 2023, 5.40pm, Lapworth Surgery

Attendees: Heather Day – Chair (HD); David Johnson – Deputy Chair (DJ); Dr. Caron Bates (CB), Dr. James Sutton (JS), Julie Briney - Practice Manager (JB); Jane ?; Specialist Nurse Practitioner; Chris Jacobs (CJ); Arthur Prescott (AP); Chris Sallnow (CS); Lawrence Thomas (LT).

No.	Item	Lead
1.	Apologies received from Lizza Baines, Kate Ray, Yvonne Wade	HD
2.	Matters Arising; <ul style="list-style-type: none">a) Banner has not been used recently, but it is intended to be used at the Lapworth School Christmas Fairb) No further progress. The person CS approached did not feel able to commit at this time.c) PPG members have shared their contact details. These are now on display on noticeboard in Waiting Room and in the PPG folder in the waiting room for patients to us.d) Plan in use.e) Received and displayed on Notice Board	
3.	HD's report is appended below; <ul style="list-style-type: none">a) The issue regarding the distances patients were having to travel for COVID vaccinations is to be raised with SWPE and GP Fed rep particularly now that home visits have ceased. However, the possibility of COVID vaccinations being undertaken by the Practice in 2024 is being considered.b) It was agreed that the Practice and LPPG would be very interested in running a project, topic to be decided.c) Availability of appointments out of the extended hours provision was an issue. There is a suggestion that appointments are being block booked and taking away availability.d) PPG Chairs from other Arden PCN to be invited to visit the Surgery; CB, JS and JB are very happy to accommodate. HD will make arrangements in early 2024	HD CB/JS CB/JS HD

4.	<p>a) Two new Locums have been appointed, Dr Mike Skinner and Dr Chris Bayliss.</p> <p>b) Uptake of the Flu vaccination has been extremely good. There is a small supply remaining and if anyone is aware of any over 65's who are still awaiting encourage them to contact the Surgery.</p> <p>c) Policy dealing with patient DNA has been adopted. Patients receive a text first and then a letter if another DNA within a 12 month period. Remove from being a patient only after this and discussed with the doctors if they DNA again.</p>	
5.	<p>a) The Health Care Assistant, Jenny, has left to become Social Prescriber for Arden PCN. JB currently interviewing for a replacement. Next week JB will be interviewing for another Receptionist.</p> <p>b) SW GP Federation are providing temporary cover through till January 2024 on Friday afternoon for reception and Tuesdays and Thursday morning for Health care Assistant and phlebotomy services</p> <p>c) New dispenser, Sharon, in training. Emily finishes on January 12 2024 for maternity leave.</p> <p>d) Web site still to be updated and Waiting Room slide show to be slowed down asap.</p> <p>e) Car parking sign to be erected.</p> <p>f) Electrician required to repair outside light.</p> <p>g) Staff have been provided with name badges.</p> <p>h) Covid telephone message has now been taken off the information and list of options when patients call the surgery.</p> <p>i) There has been no progress on the PCN Hub at Alcester which is disappointing</p>	<p>JB</p> <p>JB</p> <p>JB</p> <p>JB</p>
6.	<p>Healthwatch Warwickshire AGM online- Kate Ray attended on our behalf . DJ also attempted to attend. Kate to supply a short report by email .</p> <p>HD met with rep from Healthwatch and will try to get closer communication and interaction between PPGs and Healthwatch in 2024.</p>	<p>KR</p> <p>HD</p>
7.	<p>Christmas opening times to be advertised in Parish Magazine.</p> <p>An issue on Text messages regarding discussion on medication to be taken up.</p> <p>Health Watch to be linked to the Practice website.</p> <p>HD communicated dissatisfaction with breast screening service with appointments cancelled due to malfunctioning equipment on more than one</p>	<p>HD</p> <p>JB</p> <p>JB</p>

	<p>occasion. CB/ JS said they have not control over the appointments but noted the poor service to Lapworth patients</p> <p>It was suggested that a vaccination information chart should be put up in the Waiting Room so that patients can see ages when jabs are due /allowed. This would make it clear to patients when they need to book or have access and clear up any misunderstandings particularly around the shingles vaccination.</p>	JB/CB/JS
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Meeting Close - next meeting to be held 28th February 2024, 5.30pm, Lapworth Surgery

PPG Chair's Report Nov 23

It has become apparent that across South Warwickshire all GP Practices do not have a functioning PPG. **We are therefore in a good position** , in that we meet regularly throughout the year, our GPs are in attendance and our Practice Manager is also engaged. We independently set the agenda and we are able to act as a “critical friend” to the surgery, which has led to adjustments and improvements and a mutually supportive relationship, enabling Lapworth Surgery to function very effectively for all concerned. Having attended a couple of South Warwickshire Patient Engagement groups now, I know that this is most definitely not the case at many surgeries and **so I feel proud and lucky that we are in this position.** At the most recent SWPE meeting only 16 of the 32 PPGs were represented and of all the PCNs Arden was represented by 5 out of the 7 Surgeries. This was heartwarming and gives a strong message to the GP Federation and the Integrated Care Board .Thank you everyone.

Robin Rumbles PPG Chair from Henley in Arden is the acting Deputy at SWPE meetings and in fact led the last meeting on 16th Nov.

It has been decided at SWPE that active PPGs need to be sharing good practice and this will become a standing item on every agenda. Also, PPGs will inform one another if they are holding an open or information meeting e.g., having a dementia speaker , so this can be more widely circulated and patients from other surgeries could attend if it was of interest.

At SWPE meetings Christina Ramos from the GP Federation has informed us of the pressures GPs are under to keep pace with constantly changing regulation etc. She also informed us that they were being proactive in providing admin support , more phlebotomy hours, Health Care Assistant support , developing better gynaecology support by improving waiting lists now down to 39days etc.

The GP Federation have been reviewing resilience, the use of digital data and updating 37 policies ! They have been paying for ARRS (121 additional roles) and supported 3 PCNs with Covid vaccines. This was not the case for Arden ! Unfortunately, Christina had to leave the meeting early so I was not able to challenge her on this as we are such a rural group of practices Arden needs the support more than Warwick, Leamington and Stratford ! I will raise it at the next SWPE meeting in advance of next Autumn. This year our patients were expected to travel long distances for vaccinations and without any public transport this is particularly difficult for some patients. The GP Federation has also appointed frailty nurses and provided 192 hours of GP time in Emergency Departments.

Jamie Barrett (newly appointed to lead ICB) is working closely with South Warwickshire GP Federation asking "What are the greatest Challenges facing General Practice?", " How do we think it will change in the next 3 to 5 Years? " He also wants to consult and involve PPGs in the new year, as they need to have a strategy ready by the end of March. He believes the PPGs have an important role to play and he was genuinely interested in what we had to say. He is focussing on equality and equity of services across South Warwickshire.

Over the last two SWPE meetings we have had presentations from Dene and Stour PPGs who have been successfully organising a project to establish who are "Informal Carers" in their patient population. They have now established a " Carer Champion " role, as a point of contact for carers and staff. They have improved carer support via PCN Social Prescribers and they have produced carer information leaflets. We received a detailed plan of how they proceeded and developed their project plan to make it so successful and this has also been shared at a Practice Managers meeting on 15th Nov. This was very useful . As a result, PPG chairs from Arden would also like to run a project . The focus of which will be discussed at our next Arden meeting after consulting our PPGs , Doctors and Practice Managers, so suggestions would be useful. The GP Federation are happy to provide some financial support, if necessary for flyers, leaflets or surveys etc.

It may be that in the future the name Patient Participation Groups may be changed to Patient Voice and PCNs may be renamed Integrated Network Teams.

Arden PCN PPG chairs met at the end of September at Henley in Arden

Surgery. Arrow and Tanworth in Arden Surgery did not attend. Ben Evans, the new PCN lead was in attendance but did not chair the meeting. He took the minutes instead. Robin Rumbles from Henley chaired the meeting. We were updated on the ARR positions and vacancies and Dr Mansur said that it was proving hard to recruit staff to fill these vacancies. A Hub at Alcester is being established for ARRS to work from , thereby improving the need for rooms that are freely available at surgeries. Ben will also be based at the Hub. Dr. Mansur said that patients from Lapworth Surgery were not making use of the extended hours provision as they were happy with their GP service at Lapworth ! Date of next meeting has not been set. Robin will chase this .

A useful “ Meet the Staff” event took place at the beginning of September (7 out of 10 members attended)where refreshments were shared and left for those staff members who could not attend. As a result of a brief discussion, the fan/heater and air purifier was purchased by Clive Whereat (ex PPG Chair)using money that was left from a recent event, for the Waiting Room to make it more comfortable. Thank go to Clive , who is now a member of our Virtual PPG. Since purchasing it, a new socket has been needed and the surgery has decided to only use it as a fan.(?)

A folder of useful information about our PPG , latest newsletter, contact details etc. has been put on Waiting Room tables and has been observed in use by patients.

A review of the Surgery Website has been completed again. It is now much brighter, clearer and user friendly overall. There were some gaps or out of date information which I informed Julie of by email. E.g., latest PPG minutes was June 22 ! Also, the section on our PPG was factually incorrect . Julie has said she will try to address the items that I listed in the email.

I was unable to attend the recent Healthwatch Warwickshire AGM and thank David and Kate for attending online in my absence.

I have received no complaints , only concerns surrounding accessing Covid vaccinations locally. I have received praise for the organisation of the flu jab clinics and for the newsletter.