**MINUTES OF PPG MEETING 28th January 2025 VENUE: Number 65.**

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| **PPG Members Present** | | |
| Initials | Organization Name |  |
| CB | Brockway |  |
| MC | Long Ashton |  |
| DF | Backwell | Apologies |
| BH secretary | Backwell |  |
| MK | Long Ashton |  |
| TM vice chair2 | Brockway |  |
| VM | Tower House |  |
| PN | Tower House |  |
| HO |  | Apologies |
| SP | Long Ashton | Apologies |
| PP |  | Apologies |
| AP | Tower House |  |
| RR a Treasurer | Brockway |  |
| BR | Tower House | Apologies |
| RR o Chair | Brockway |  |
| JR | Tower House | Apologies |
| DT Vice chair | Tower House |  |
| HW | Tower House |  |
| PR | Operations Mgr TMG |  |
| KP | partner at Tower House TMG |  |

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| 1 | **MINUTES OF PPG MEETING 28th January 2025**  **Membership and Attendance**  Apologies and those not present: See list above.  We welcomed a new member Anna Popovych, and also Dr Katherine Parker |
| 2 | **Minutes from previous meeting and Matters Arising PLUS discussion of Suggestions.**   * Meeting dedicated to Research**.**   Dr Ed Mann (research) will attend the March meeting to talk about the Research work at TMG. Dr Tanya Beer will attend the April meeting talking about the Starting Well work going on.   * Recruitment Adverts:   BH shared the advert that she’d created using AI, **BH to amend in the light of various comments and recirculate.** |
| 3 | **Treasurers Report.**  Account Balance:  Designated funds: £1162.51  Non designated funds: £194.14  The 2024 accounts have been signed off.  Lloyds levies banking charges on accounts like ours. ReR submitted a report to TMG detailing how these charges are being applied and what other banks were doing. TMG felt that if Nat West was offering free banking, then on principle we should move account; not urgent as the levy for 2025 had already been paid |
| 4 | **TMG Input**  DR Katherine Parker talked briefly about her role in dementia care within TMG and the projects she’s involved in.  These include Greener Practice, TMG have recently achieved the Bronze level. This is a quality award focusing on green issues and involves an evidence-based assessment. https://www.greenerpractice.co.uk/  **Responses to Suggestions**   * Screen in Backwell surgery:   After careful assessment TMG decided that because of space and access issues a screen across the area housing the BP machine was not feasible.   * BP equipment no longer in Brockway:   Complaints had been made about Brockway patients being sent to Tower House to do their own BP. PR explained that Brockway usage had changed fundamentally since the pandemic and as the main hub for vaccinations it now housed more equipment and supplies, rendering it difficult to allocate a permanent space for a BP machine. As all medical centres access the same data system, any results handed in at Brockway would be automatically allocated to the correct patient data record. **PR to organise a notice on the machine to with this information.**   * Drinking water facility in waiting rooms   PR: water facilities had been removed as they created wet floors and slippage hazards. Most people brought their own water bottles which was more hygienic. If anyone was in need of water then the receptionist would provide it.   * 2 weeks forward booking for appointments; could this be extended?   The 2 weeks booking is a contractual requirement and TMG are not able to extend the 2 weeks booking window. Bookings for nurses can be made much further ahead.  **Other TMG News and Questions**   * F&F Feedback.   We looked at the feedback over 2024. Overall, the picture shows uniformly excellent satisfaction levels. PR said that the higher figures in the amber and red columns reflected a higher proportion of negative responses during the winter pressure months when demand for GPs is high, and people are feeling less well. Similarly in summer when GPs are taking holidays and supply of GP appointments can be lower. Most comments indicated dissatisfaction in not seeing a GP or not seeing a GP of their choice. There had also been complaints after Pharmacy First had been introduced.   * Blood Tests; There were several questions about blood tests results.   What was the protocol for getting blood test results?  Why would a GP do it sometimes and a nurse at others?  Why people with multiple conditions don’t get a blood test per condition?  If a blood test was requested by Dr A, but another doctor saw you to look at the results?  TMG response: There isn’t a standard process across the board and is often condition based (eg people with diabetes see the nurse, someone with PSA checks would see a GP) and it should always be the most appropriate person. TMG aim for continuity of care, as it is better for both GP and patient and more time effective. In the case of managing people with multiple conditions, GPs are required to follow the pathways laid down by NICE. (<https://www.nice.org.uk/>). It is important that patients should be proactive and ask questions or say when they are not happy.   * Nailsea Availables   (<https://nsod.n-somerset.gov.uk/kb5/northsomerset/directory/service.page?id=s9cOdo1fch4>) This is a very important service provided by volunteer drivers taking patients to and collecting from appointments, booked through the surgeries. PR reported that they were short of drivers and had asked TMG to help them book new recruits. **Agreed: PR to get a draft message from the Nailsea Availables and pass to the PPG who will also promote via our communications channels.**   * Retired & Senior Volunteer Programme.   This used to run pre-pandemic; RR asked what had happened to it and whether it could be started again. **PR to discuss with the Wellbeing team and report back** |
| 5 | **Events and Activities Progress / Health Issues**  6/3 Mental Health Event (poster attached) for young people.  11/6 Age Without Limits Day. (<https://www.agewithoutlimits.org/day>) HO is organising an event at the Tithe Barn with Line Dancing and Barn Dancing w/b 9/6. She is applying for a grant for this under the PPG banner. |
| 6 | **Communications**  Bulletins: This model seems to be working well. The Bulletin is sent to paper media and also posted on several Forums across LA, Nailsea and Backwell.  PR advised that as the media screens in the surgeries have been updated, they can now handle a wider variety of media.  Nailsea Farmers Market. **NB date now moved to July.**  We have been offered a stall on the Farmers Market in May (17th) which we can use to promote the PPG, to promote the most important health messages that TMG want to get across.  **PR to ask TMG for priorities and report back.**  **Committee to discuss.**  **Volunteers to help plan and to help on the day will be very welcome! If you are up to help plan, please let me know asap.** |
| 8 | **AOB:**  HO contract to change from April so that she will then be on a full time and permanent contract. This was welcomed by all.  MC commended the service at Clevedon Hospital.  NS permission given to build a new business European headquarters for EPIC, an American IT company close to Long Ashton (Close to the roundabout on the A370 on road towards Bath) was discussed. The plan has potential impact on LA surgery.  BH gave feedback from the Get Active / Nailsea Health Walks team who had visited the Diabetes Club. There was a sense of a disconnect in that Diabetes nurses advise activity but don’t have the information about the Get Active programme to hand. The wellbeing team have this information but without a referral to them, patients with diabetes don’t have access. They suggested that nurses have a short leaflet directing patients to the programme and other activities. **PR to consider.**  PN gave feedback from the Stoma Group and the Boss regional group about difficulties being faced by travellers with stoma being stopped at the scanners and cited the case of a Nailsea patient who had been very traumatised. There had been contact with Sadique Hassan, local MP who promised advocacy. The CEO of Colostomy UK is taking up the issue. PN felt it important that Tyntesfield was aware of the problems being face by their patients. |
| 9 | **NEXT MEETING**: Tuesday 25th Feb. AGM  **AT**: 7pm  **MEETING LOCATION**: No 65 High Street |