

**Minutes of Northlands Patient Participation Group (PPG)
Thursday, 7th November 2024, Northlands Surgery**

Present:

Brenda Gillett (Chair)	Laurie Johnson (Vice Chair)
Dennis Davies	Kevin O-Daly
Diane Gooch	Pat Henderson
Mary Gray	Hugh Pilcher-Clayton
Christine Redmond	Lesley (Lou) Maitland-Hudson
Avril Mays	Dr Abel
Jo Osborn (Practice Manager)	Zara Lane (Mins)

Apologies: Elizabeth Hannah & Naomi Beal (who has now resigned from the PPG)

1. Welcome and Apologies: Apologies were given, as above.

2. Minutes of last Meeting: notes from August's meeting agreed/signed by Brenda with no changes.

3. Matters Arising:

- **Falls Prevention:** nothing further, Diane to dispose of cards, not something that really took off.
- **Preventative Health:** Hugh referenced to Lord Darzi Summary Letter to the Secretary of State for Health and Social Care with recommendations of more work needed on preventative health changing from "diagnosis and treat" to "predict and prevent". Hugh was keen to understand what the Surgery provides in terms of preventative health; Jo discussed what we currently offer:

Diabetes Prevention Programme
BP Monitoring (5 yearly for patients without an underlying health condition)
Cholesterol
Cancer screening; bowel, breast, cervical screening
Medication Reviews
Immunisations; childhood, covid, flu, RSV
Contraceptive advice
NHS Health checks
Smoking cessation
Chronic Disease Management; diabetes, COPD, Asthma, Chronic Kidney Disease, Chronic Heart Disease

Hugh asked if the surgery wanted to do more preventative health what the Surgery need would; this would be determined on funding, staffing, training and rooms.

Diane asked if the Surgery could look at the uptake of Autism patients for Health checks?

- **Carers:** it was agreed to have a small group get together in the New Year to discuss a further event. From the survey Diane highlighted:

Timing of events: afternoon
Who: carers and cared for
Events: combination of social and informative i.e. attendance allowance

Diane has shared the findings with Carers Together; they are happy to be involved in any events we have in the future. Diane has asked that we add the link for Carers Together on our website.

- **Calne Big Get Together:** overall a brilliant event, credit to Diane and Brenda for carrying out much of the organising. A good age range came, and learnings have been made; many of the participants would be happy to come back if another event was arranged, Unfortunately, it fell on the shoulders of just a few volunteers, prior to another event we need to agree who's involved and have a team of people from the start.
- **PPG and Way Forward:** Hugh again referenced to Lord Darzi letter where he addresses patient and staff engagement; "the patient voice is not loud enough". He proposed a small group from the PPG re-look at our Terms of Reference and alter accordingly. It was agreed Hugh, Christine, Diane, Brenda and Lou would meet at the surgery; date to be confirmed.
- **Lanyards:** produced and available for the PPG to take away with them/leave at the surgery and use at volunteering events.

4. New Business:

Patient Follow Up: a discussion was had around follow ups for patients recently discharged from hospital. Our process is

Discharge summary received (it can vary but hopefully within 1 week)

Summary is reviewed by coders who add major/minor problems to the clinical system or refer to admin to make additional appointments or pharmacy for medication reviews

Our Care-Co-ordinator, Steph Coulson, contacts the patient with 2-3 days. Thank you to the PPG for highlighting this process may not have happened; unfortunately there has been significant absence this year.

Test Results: the results go back to the person who requested the test, if they are requested by a Consultant in the Hospital they don't automatically come down into the Surgery's clinical system. When tests are requested by consultants the GP's don't always have the specialism to interpretate the results that's why they go back to the consultant rather than the surgery as the consultant has requested the tests, they know what they are testing for.

Appointments: we work towards the BMA recommended amount of GP appointments per day which is 25. The length of appointments has recently been changed from 10 minutes to 15 minutes, which is inline with all local practices. The only work we are currently assessing is the work being pushed to the Surgery from Secondary care. The priority for Jo as the Practice Manager is safe working for the staff. Jo gave the group some statistics on appointments including frequent attenders, online appointments and DNA's.

5. Items for Next Agenda/Future:

- Please contact Brenda or Zara if you would like any items added.

6. Any Other Business

- Community Service – change of services; at this stage the Surgery is unsure what impact the new provider will have
- Diane gave out leaflets for a Festive Jazz Concert she has arranged at the Calne Library on Wednesday 4th December: 1.45-3.30 pm
- Dates for meetings 2025
- Call back system works very well

DATE OF NEXT PPG MEETING:

- **PPG Meeting:** Christmas Social, Friday 13th December at 12.00 pm