

## **PPG MEETING – TUESDAY 28<sup>th</sup> March 2023**

**PRESENT: PPG Members – CB, JG, SB, JW & AW**  
**Practice Representatives – AC, NF & LB**

### **Welcome**

NF & LB welcomed everyone to the meeting.

### **Staff Updates**

LB & NF updated the group with current GP and team staffing.

Dr Lane retired from the partnership at the end of 2022 but continues to support the practice regularly with locum sessions together with Dr Smith. Following Dr Lane's retirement, the practice was unsuccessful in securing a new partner to join the practice, this resulted in internal adjustments being made, these included additional weekly sessions being offered by current partners, additional Advance Nurse Practitioner sessions and recruitment of a new salaried GP, Dr Stanley. Dr Stanley has undertaken locum sessions for us previously and works as part of the Out of Hours team.

Practice has successfully recruited a Care Coordinator; this is a new role to practices and is funded by the local PCN (Primary Care Network). It is hoped that this position will compliment current processes within the practice to help coordinate care for long-term conditions and some of our more vulnerable patients and help practice achieve patient care targets. Our new Care Coordinator Max already works for Forest Health Care and has good insight of patient needs. Max will be invited to attend the next PPG meeting to give an update on how she has been supporting our more vulnerable patients.

We are pleased to announce that one of our current Health Care Assistants, Lauren, is being supported by the practice to work through the Nursing Associate Programme starting in September.

To help meet and manage patient demand we have now recruited an additional Health Care Assistant (HCA) to join our team, Olivia is an experienced HCA currently working at the Dilke and we look forward to her joining us in May.

The practice may, at a later point, investigate the feasibility of apprenticeship schemes and how they can benefit practice, community, and patients.

### **Covid Spring Booster Campaign**

Practices have now been given full details of the Covid Spring Booster campaign which officially launches on 11<sup>th</sup> April. Our Practice has been busy arranging home visit sessions to offer this vaccine to our housebound patients together with patients residing in Learning Disability Care Homes.

Our first clinic is being held at Ruardean and is scheduled for Thursday 27<sup>th</sup> April between 1.30pm and 6.00pm and we welcome any support our PPG members can offer to help manage this clinic. It was agreed that full details would be shared to our PPG members within the next few weeks.

### **Health Pod**

Our Cinderford site now has a health pod based in the waiting room. This health pod allows patients to have their height, weight and blood pressure taken mitigating the need for an appointment to have these checked. All results are written directly into patient's medical records. At the end of the meeting, we invited PPG members to use the machine.

## **Safe Survey**

Practice would like to undertake a Safe Survey over the upcoming months, this survey has been undertaken previously by the practice and found to be very useful in understanding how patients feel when attending surgery for an appointment.

This will be the first time of revisiting this survey following the pandemic and it will be especially interesting to see if or how patient perception has changed, it will also be the first time the survey has been undertaken at the new premises in Cinderford.

As in previous years practice would like to invite PPG members to help manage this survey and the survey will run across both Cinderford and Ruardean sites.

## **Dispensing Patients Survey**

As a dispensing practice we are also keen to capture feedback and views on the service offered to our dispensing patients and to help identify what works well and what improvements could be made. A list of possible questions to be created and shared, reviewed and agreed with PPG members at next meeting.

## **Website Facilities**

The way we communicate to patients and how we offer appointments is ever changing and continually reviewed, our website being a very important communication tool.

Our website now allows patients to register with our practice online, they can check if they currently reside in our boundary by using the postcode checker and can also book a number of different appointments online as well as order repeat medication.

Website address:

<https://www.foresthealthcentre.nhs.uk/>

## **Primary Care**

Some small local practices are struggling to recruit and retain GPs. Drybrook Surgery is currently being supported by Mitcheldean practice and over the past few months Forest Health Care have been offering clinical support to Westbury Surgery to ensure patient care is maintained and the practice can continue to offer a full service to its patients.

## **Primary Care Network (PCN)**

All local forest practices are part of the Primary Care Network, PCN, this allows practices to work together and obtain additional financial support. The PCN currently fund several additional roles to the practice including a Community Psychiatric Nurse (CPN) to help support patients suffering with their mental health, a clinical pharmacist, pharmacy technician and care coordinator. All these additional roles enhance the level of care available to our patients.

## **Friends and Family Survey**

Following an appointment with the surgery patients are asked to complete a short survey to review their experience and to rate the practice. These results are reviewed every month and all comments made are shared across the practice to all staff.

Positive comments are passed onto the team and less positive comments are reviewed, changes implemented if appropriate and shared to the whole team to raise awareness.

January 2023 and February 2023 results were shared to the PPG Members and a summary is below:

Report for NHS Friends and Family Test January 2023

Thinking about your GP practice. Overall, how was your experience of our service?

Very good	93
Good	22
Neither good nor poor	4
Poor	3
Very poor	9
Don't know	0

#### Report for NHS Friends and Family Test February 2023

Thinking about your GP practice. Overall, how was your experience of our service?

Very good	99
Good	27
Neither good nor poor	7
Poor	3
Very poor	4
Don't know	0

We also complete a weekly return showing the number of contacts the practice offers on a Monday, the contacts include all appointments, incoming calls answered that day and econsults received. Practices throughout Gloucestershire are encouraged to supply this information. Every week Forest of Dean practices continually to offer the highest number of contacts per 1000 patients compared to other practices within the county. This does not include any out bounding calls made by the practice or enquiries dealt with by reception or dispensary.

A snapshot of results covering w/c 27<sup>th</sup> February 2023 is below:

<b>GENERAL PRACTICE ALERT STATE (GPAS) - SITREP</b>				
<b>W/C 27th February 2023</b>				
	<b>GPAS STATUS</b>	<b>OPEL CONVERSION</b>	<b>CLINICAL ACTIVITY</b>	<b>RESPONSES</b>
GLOUCESTERSHIRE	AMBER	3	47/1000 pts	28
FOREST OF DEAN	AMBER	3	69/1000 pts	5
GLOUCESTER CITY	AMBER	3	34/1000 pts	4
<b>CHELTENHAM</b>	AMBER	3	<b>48/1000 pts</b>	<b>7</b>
<b>COTSWOLDS</b>	AMBER	3	<b>52/1000 pts</b>	<b>6</b>
TWINS	AMBER	3	50/1000 pts	3
STROUD AND BV	AMBER	3	37/1000 pts	3
Bold figures indicate over 50% return rate.				
<b>MIN NUMBER OF PATIENTS COVERED BY AMBER + PRACTICES<sup>1</sup>.</b>				<b>311,517</b>
<b>GPAS to OPEL Conversion for the county wide assessment</b>				<b>3</b>
<b>Indicative number of patient contacts in General Practice this week<sup>2</sup>.</b>				<b>195,225</b>

#### Shingles Campaign

The shingles programme is changing over the next few years to be made available to patients aged from 65 and over. Currently this is available to patients aged between 70 and 79 years.

## **Topics Raised by PPG Members**

### **Working with Local Colleges**

Following attendance at a locality workshop, Judith, highlighted that a practice based in Gloucester had teamed up with a local college and created a working group between the practice and students. Meetings were held during the day and complimented students interested in social and primary care sectors. Practice agreed to look at implementing something similar and would reach out to the local college and sixth form.

### **Lloyd Pharmacies**

It was raised that a few local Lloyd Pharmacies were closing and the impact that would have on practice and patients. Practice commented on the increasing issues faced with medication shortages and drugs being unavailable.

### **Aging Well**

It was raised that there is an NHS England directive to support a scheme called Aging Well. The practice currently offers patient when they turn 75 and have no current long-term conditions a health check, we actively monitor and assess frailty, support and signpost patients with Dementia and utilise Social Prescribing fully.

Our Care Coordinator will continue to work closely with our vulnerable patients to ensure they are fully supported.

### **Veteran Friendly Practice**

A query was raised if we were a veteran friendly practice, we confirmed we are and that all veterans have a special note added to their records to help identify them.

### **Next meeting agenda suggestions**

It is anticipated group meetings will take place a maximum of 3 times per year moving forward; the next meeting will be scheduled for July 2023 and it was agreed that a Tuesday evening is still suitable; LB will circulate a proposed date at the beginning of June.

The practice identified that the number of PPG members needed to increase and so this will be promoted over the next few months, although the practice remains very grateful for the support received from current members.