**The Swineshead Patient Participation Group PPG**

**Draft Minutes**

**Draft minutes of the meeting held on Tuesday 23rd July 5pm in Conference Room Swineshead Surgery.**

**Present:** Ava Harding-Bell(AHB)Chair:David Harding(DH)Practice Manager:Fiona Anderson (FA) Deputy Practice Manager via Microsoft Teams: Barbara Connolly (BC) Secretary: Susan Ashton (SA): Michelle Bavetta (MB): Roger Bell(RB): Phil Bowler (PB): Ros Bowler (RB): Linda Braddon LB: Kate Burgess(KB): Lois Campbell(LC) Grahan Carrott (GC): Vinny Chambers (VC): Robert DeCamps (RDC): Carol Drew (CD): Chris Extence (CE): Denise Extence (DE): John Gibson (JG): Susanne Gibson (SG):Reggie Medina-Rios (RMR): Geoff Plews (GP):

**Dr Z Alam Partner Swineshead Medical Group.**

**Apologies:** Andrew Adair (AA) :Nigel Beacroft (NB): Salvatore Cannizzaro (SC): Susan Ewins (SE):

Deanna Ginns (DG): Phyllis Marshall (PM): Sandra Thompson (ST) Vice Chair. Margaret P Down (MD):

1. Ava Harding-Bell (AHB) Welcomed everyone old and new.
2. Ava Chair read out her Presentation on what the PPG stands for and who she gets involved with. **Presentation attached to covering email for information**.
3. Ava asked if there was anyone interested in joining our CORE group that meets inbetween our bi monthly meetings to get it touch with her via email [avahardingbell@aol.com](mailto:avahardingbell@aol.com) or by phone 07494 570425 . We meet in the surgery Conference Room.
4. David Harding (DH) Practice Manager gave a very insightful Presentention via Power point on how the Practice runs and what happens behind the scenes. “Tip of the Iceburg”

**David’s Presentation is attached via email for information**.

David Harding Practice Manager was asked a number of questions.

Questions raised:

**Question: Funding for Temporary Patients:**

**Answer**: The surgery is paid as a full patient for 3 months. Visitors are registered as temporary patients.

With regard to Asylum Seekers. An initial health check is funded then Asylum Seekers are taken on as full patients of the surgery like everyone on else.

Generally one can register as a temporary patient anywhere (ex Scotland) for up to 3 months and no additional payment is made to the surgery concerned.

**Prescriptions**: These can be transferred electronically anywhere in the country.

**Question**: **What does being a patient advocate entail:**

**Answer**:Acceptable provided prior approval is given by the patient in writing to the surgery. A note is then put on the patients files that you can speak on their behalf.

This is subject to sensitivity issues in some cases where patients have problems verbalising their needs. Dave said Safeguarding the Patient is very important.

**Question: Action on Patients missing appointments:**

**Answer:** (DH) David referred the meeting to Ava’s excellent article in Swineshead Life Magazine August/September/October edition. Will go out on social media too from the 1st of August 2023. To cover areas also outside Swineshead where we have patients.

**The article is titled :** “Thefts from Swineshead Surgery”

Esentially patients are stealing the surgery staff times. Some are serial offenders.

136 hours were lost last month that could have benefitted other patients.( Ava :816, 10 minute appointments lost).

We are not permitted to refuse treatment or fine patients. We do however send Text message reminders but not all patients allow this and we must have their permission.

Communications with elderly: Not all are tech literate so the “old ways” still exist for those without smart phones and computers.

**Question: Are we confident that diagnosed follow-up treatment is followed through, eg x-rays,tests?**

**Answer:** Yes as illustrated in my presentation we have regular contact with numerous organisations. I can say 90%.

**Question: Patients knowledge of next steps.**

**Answer:** Patients are often confused over where to go and who to see for the next steps in their care. Can be confusing for everyone even the surgery. **An area for further clarity is needed.**

**Question: Patients Travel Difficulties:**

**Answer:** Problems of patients being sent to different locations. An area where the surgery is aware. Optionsfor alternative locations available if asked.

Try to pick the best and quickest service at that time. Links to other groups in the area also beneficial.

**Question: Abbreviations and Acronyms:**

**Answer:** Many abbreviations/ acronyms for services and groups we liaise with. Not understandable. Problem is they are changing all the time and is the nature of the NHS. Ava Chair has sent copies of current Abbreviations to every member of the PPG. But it is a continious changing situation.

**Question: Problems and Complaints:**

**Answer: Ava, When any one of us as PPG members hears of a problem as we do out in the community.** There is aneed for members to input problems into the Practice Manager where appropriate.

**D H Emphasis is on confidentiality.** Acting as the eyes and ears for Swineshead Surgery. Not everything is perfect but the surgery scores very well compared with others.

Always room for improvement.

1. Patient Listening Drop-Ins Swineshead Community Library once a month/Surgery. Ava Chair and David Harding Practice Manager are in discussion on how this would work.
2. Minutes of last meeting 16th of May 2023 Agreed
3. **Any Other Business (AOB)** Sue Ashton enquired about Social Prescribers, stating she had a plan she would like to put to a future meeting. She asked if she could email PPG members as she would like extra background informtion/experience. This was agreed**.**
4. **Date and Time of next meeting: Tuesday 19th September 6pm Surgery.**

**The meeting closed at 7.15pm**

**nb.** Need for members to decide if they wish to join the Core Group of PPG. That will meet on the 31st August at 11am in the Surgery Conference Room. Please liaise with Ava Chair.

**Need for members to liaise with patients, and input problems into the Practice Manager where appropriate. Emphasis on confidentiality. Acting as the eyes and ears for Swineshead Surgery.**