**Minutes of Patient Participation Group Meeting**

**Tuesday 13th September 2022**

**Present: Carol, Janette, Julia, Richard, Tessa, Hannah, Andrina, Karen**

**Apologies: Mel, Bill, Michelle**

We welcomed Richard, a new member of the group. Carol explained that the purpose of the group is to be a channel of information between the practice and the patients. The group gives voice to the patients, and the practice comes to the group for advice regarding patient views. The group is not a forum for individual complaints or issues. They are dealt with through the normal complaints process. We discussed GDPR, patient confidentiality and Richard agreed that he was happy to be part of the group emails and communications.

**Minutes of the last meeting**

At the last meeting problems with Lloyds Pharmacy were raised. These problems continue. There are issues with unplanned closures from Lloyds, slow service, and medicines availability. All of the issues have been raised with both NHS England and Lloyds head office. The commissioners are involved in dealing with the complaints. Lloyds have advised that they have recently been taken over and are restructuring. They are hoping that this will help with the supply issues.

At the last meeting we said we would put some information about research projects in our next newsletter.

**Social Prescribers**

The social prescribing team explained to the group the services they offer.

Hannah told us that she is a health and wellbeing coach. She helps patients with their diet and exercise and is able to signpost them to other services such as Weight Watchers. She has a wealth of experience of health and wellbeing coaching and has a lot more time to spend with each individual discussing what would work for them than a GP would have.

Tessa is able to be a listening ear and deal with problems which are not themselves medical in nature, but perhaps impacting on health. Her initial appointments are an hour long and then are subsequent half hour appointments. She would cover issues like anxiety, loneliness, housing issues. Every Monday Tessa runs a wellbeing walk which leaves from the library.

Andrina is part of the Ageing Well team. Their remit is to keep patients aged 65+ independent and in their own homes as long as possible. They can visit the patient at home. They will help provide things such as assistive technology (grab rails etc). They also help with older people who are lonely, and carers who need support. One of the things they are able to offer is a 45 minute appointment with members of the team and social care in the patient’s own home with a GP on a video link. This enables all issues to be dealt with as one, whether they are social or medical. The social prescribing team explained that the main challenge they have is raising patients’ awareness of their service. In many ways they are the better person to speak to than a GP for the areas which are their own specialities.

The Council already know about the service and refer to them. Likewise the Renew Café are aware and 2-way referrals are in progress. Tessa is hoping to run some relaxation courses at Towcester Leisure Centre, and patients can already book in online with both the social prescribers and the health and wellbeing coach. There are not individual appointments for the Ageing Well team but it will be possible for patients to self-refer to that team. Currently it is only possible for patients to book at their own surgery but we are expecting the technology to be available soon for cross-practice booking.

We discussed how we can raise awareness. Information about the Ageing Well team can go on the practice website. We can also put information about the services in the patient newsletter.

**Enhanced access**

Karen explained that the practice will be providing enhanced access from the beginning of October. The practice will be open until 8 p.m. every Wednesday, and approximately one Friday evening and Saturday in four. We are hoping the technology will be available for patients to book across the four practices in our primary care network, but this is still in progress.

**Newsletter**

We discussed subjects for the next newsletter:

* Extended hours research
* Covid vaccinations
* Flu vaccinations
* Social prescribing service

**Appointments**

Richard said that at his previous practice same day non-emergency appointments opened on the day rather than next day, and wondered whether that would work for us.

Richard also advised that at his previous practice a family member was able to use telehealth technology to monitor her condition and report back to the hospital. KW advised that the hospital are trialling a telehealth solution for some cardiology patients. We hope there will be further technology like this coming on a stream soon but it would need to be initiated from secondary care.

**Building works update**

We toured the building to see the finished extension. We are awaiting for the final go-ahead for the next phase of building works.

**Next meeting**

Tuesday 11th October at 6 p.m.