

PPG Meeting Minutes

30th January 2025



Attendees: JW, SH, AP, JH, GB, KS, PS, GJ, MB, AB, MH, SN

Apologies: LJ, WL,

1. Previous meeting's minutes/matters arising (all)

Introductions/new members

- New members GJ & MB were welcomed to the group

Matters arising from previous minutes

- Is Continuity of Care (CofC) measured? It is difficult to measure as CofC is by condition/problem not by seeing the same GP every time. Newsletter item to discuss complexities?
- Contact methods updated. These are updated opportunistically. Another failsafe is that prescriptions cannot be issued if there is a discrepancy between local information and the national spine for address/contact details. Newsletter item?

2. Appointment System/Clinical Service

- Patches – we may change supplier to accuRx as this is a platform we use for other things including texting patients and is easier for staff to manage. Patients will not see a difference. This will happen in the first 6 months of this year.
- Website provider – we are looking to change but are still in contract with our current provider.

3. Practice items (AB/MH)

Governance Bulletin (July-Sept 2024)

- Nothing particular to discuss but JW commented that it is positive to see that when things have gone wrong, they are followed up appropriately.

Staffing Update

- Additional GP Dr Lawson has started
- Training another nurse for cervical screening
- 2 new full time receptionists
- A new clinical coder/administrator
- 2 Pharmacists have qualified as independent prescribers and another one is starting soon. All of our pharmacists will then be qualified. Each will have different specialities e.g. COPD, asthma, CKD, hypertension, diabetes

4. PPG items (JW/SH)

Election of Chair/Vice Chair

- Chair JW & Vice Chair SH remain the same following election

Healthwatch Meeting

- The members are happy that we continue to attend these meetings and if another member wishes to attend they can take the place of JW or SH.

PPG Discussion Paper

- Proposal to add 15 minutes to each meeting (15:00-16.30) agreed by the members.
- Members agree to share email addresses. AB to copy all members in with the next minutes so email addresses are visible.
- Sub-groups can use the meeting room if needed – contact AB to book.
- Small working groups can be set up but there may be different models for each group.
- Newsletters – JW happy to prepare sections for the newsletter in advance and include seasonal topics. AB & JW to meet on 20.2.25 to discuss plan for the year.
- Medical waste – AP and other members have experienced a lot of medication and other medical waste from family members and would be interested to set up a sub-group for how we can deal with medical waste. SN said that Pharmacies have a legal responsibility for medication so cannot risk taking it back even if sealed. SN to find out about systems for passing waste to other countries/charities? Fireclay have policies to limit medication waste. For example, a limit is put on certain medication, there is a process for refusing early ordering of medication, if a patient requests all repeat meds we will ask them to specify exactly which ones they need. Newsletter item? Sub-group AP, SH, GJ, SN.
- Top tips for completing Patches/NHS App. Newsletter item?
- Training/drop-in for patients – Patches/NHS App. Sub-group JW, KS, GJ, MB. OneCare also have a team that can help.
- Guest speakers at future meetings? Dr Tasker (Social Prescribing/PCN), Melinda SWOT analysis, Julie from Healthwatch, Physician Associates.
- Underrepresented communities sub-group WL/GB?
- Dates calendar – sub-group SH/MB/GB/JH
- Information for carers & families – sub group JW/LJ
- Volunteering – GJ/KS and other members/staff for patio/pots/gardening. Other volunteering ideas?
- Archive page on website for Fireclay – history, photos. Sub-group SH/JH/AB
- More detailed plan to follow re sub-groups JW/SH

5. AOB

- Liver screening (Fibroscan) – what is happening/future appointments?
- NAPP membership – renew subscription this time. AB to email a link to website with minutes.
- The NHS App has 34 million users which is twice as many as Netflix subscribers!
- £300 million medical waste per year - £50 million from care homes
- Podiatry – service still available via Sirona just don't use a room here. AB to find out locations.
- Flu & Covid vaccination uptake & DNAs for flu & covid clinic (KS)? AB to find out

6. Next meeting date

Thursday 13th March 3-4.30 (apologies GB)