

# Healthier TOGETHER

## THE ORCHARD PARTNERSHIP



PPG MINUTES



### The Orchard Partnership Patient Participation Group (PPG)

#### Meeting Agenda

**Date/time of meeting:** 11<sup>th</sup> September 2023, 12.30pm

**Venue:** Online (MS Teams, invite has been provided via email)

**In attendance:** Carole Slater, Pauline Rose and James Druce

**Apologies:** Dr Ali Corke

#### Points discussed:

Welcome and introductions - James

Review/update on any previous actions – James

- Carole/Pete's previous suggestion about a social element to meetings is taking place in the form of in person mince pies/coffee at the next PPG meeting (11<sup>th</sup> December) which will be promoted to all patients on the website, social media and through flyers patients can be given. The formal PPG meeting can take place beforehand with a drop-in style hour session where patients could find out more about how our surgeries work, ask non-clinical questions etc.
- Note about next meeting: the next PPG meeting on 11<sup>th</sup> Dec and will be in person at Wilton (Old Orchard Surgery, South Street, Wilton).
- Writing sensitive matters down on paper at reception when a patient is making an enquiry has worked well in the pilot at Wilton, although not used often it may be helpful for some patients. James will print more sheets for reception desks at all sites. We don't anticipate it will be widely used but may help support some patients in a caring and compassionate way if they have something confidential to discuss. It was previously raised about the possibility of having side rooms for patients if conversations were of a sensitive nature, but unfortunately the physical spaces don't allow this at any site. Staff are aware of the need to maintain confidentiality and are

Dr Lynne Macready, Dr James Banfield, Dr Helen Pickup,

Dr Alison Corke, Dr Hugh Bond, Dr Sarah Butcher, Dr Lindsay Kinlin and Mrs Jessica Holland  
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reminded of the need to be aware of conversations being audible by others in waiting rooms.

#### **Any key messages from TOP practice management – James:**

- Flu and Covid jabs have been very busy, and uptake has been very strong. It has been a challenge for the clinical and non-clinical teams however due to strong demand and limited capacity, so this will be reviewed and fed back to the PCN.
- Pauline and Carole offered to help at the clinic, but due to the different operational setup this year (different to previous years which were run as hubs by the PCN), this help wasn't necessary at present – however it was noted and appreciated that this volunteer resource might be beneficial for future years. Thank you.

#### **NHS “Friends and Family test” feedback - James**

- Consistently high scores being received, which is encouraging. There are occasional complaints that are handled promptly, and every complaint or piece of feedback is appropriately and thoroughly investigated.

#### **Any key staffing changes? - James**

- Nothing to share.

#### **Communications update (James): patient newsletter, requests, ideas/suggestions**

- See the action/update points at top of document.
- James has recently met with our website provider and will be updating to a newer, fresher looking site over the next few months. James confirmed that an auto message is displayed any time a patient sends a message via the websites, but the new sites will display this in a more accessible way.

#### **Dispensary update – James**

- We have been short staffed in some dispensaries at certain times but are trying to recruit and redistribute available team as much as possible. Behind the scenes the dispensaries manger is working hard to try and streamline to improve efficiencies where they may be possible.

#### **AOB:**

- Till Valley LINK patient transport (for the Nadder Centre, Tisbury) have been made aware of the reduced transport available so they can monitor their



service use. Others have seen it still busy, so may not have had such an impact but Pauline will update at next meeting.

- It was asked if there will be another doctor replacing Dr Meader? There are positive plans in place, and these will be shared shortly.
- Carole asked about Statins and their use and prescription as she understood there may have been some recent changes. Patients are advised to speak to their clinician, however this question will be taken to a clinician to explore if there are any updates we can share.

**Date of next meeting:** Mon 11<sup>th</sup> December 2023 at 12.30pm. It will be an in-personal meeting followed by mince pies/coffee event (details to follow). It will be promoted on Facebook, website and paper leaflets.

