

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: 11th Dec 2023, approx. 12.30-1.15pm

Venue: held in person at The Old Orchard Surgery, Wilton.

In attendance: Carole Slater, Pauline Rose, Dr Ali Corke and Pete Blackman and James Druce

Apologies: none received

Points discussed:

- Welcome and introductions. Those present enjoyed fresh coffee and mince pies to mark the festive occasion - James.
- The PPG festive coffee event wasn't attended by any potential new PPG members, which was slightly disappointing, but it was valuable to see if a different sort of event would attract any new people. It was thought we could try something again in the future to see if it generates any new interest. It was generally noted that it is difficult to recruit new PPG members due to peoples limited availability and general busyness – All.
- Review/update on any previous actions, previous minutes were accepted – James.
- The upcoming junior doctors strike and how it will likely impact some services over the Christmas period.
- Shingles vaccination and the complexities of which patient are/are not eligible.

Any key messages from TOP practice management – James:

- Covid and flu clinics went well this year, especially considering the challenges had with the last-minute combined vaccination requirements issued by Public Health England. Dr Corke shared that in previous years, the larger scale clinics worked better due to efficiencies and easier staffing management/availability. It was noted



that staff did exceptionally well and were especially flexible considering the pressures.

NHS “Friends and Family test” feedback - James

- A selection of recent comments was shared from the FFT online submissions. These were overwhelmingly positive. One comment mentioned it was difficult to get an appointment within 3 weeks, but also mentioned the staff and GP provided an excellent service .
- 96% of FFT results are good or very good, which is very encouraging.

Any key staffing changes? - James

- Discussion around identifying staff – James shared all patient facing staff should have ID badges to make this easier. James to send a reminder to all team members.
- Some recent doctor changes with Dr Macready and Dr Meader recent retirements.
- Dr Sam Dominey has joined the practice as a partner and mainly working at Wilton.
- Dr Hannah Calderwood has joined the clinical team, working across a multiple sites.

Dispensary update – James

- Discussions held around the challenges of finding new dispensing team members due to the current employment market and rural locations of our sites.
- Dr Corke shared that our rural sites and sessional shifts can make it challenging to find the right person as well as the need for those with relevant qualifications and/or experience.
- James shared how we try to have a flexible approach in recruitment, but it is also important to find the right person for these roles and also ones that have the required availability and willingness to work across a couple of sites.
- Dr Corke shared the current challenges related to the global medication’s availability shortages and fluctuations. This is creating additional work for dispensing and clinical teams as medication requests must re-submitted and reconsidered to ensure appropriate and safe use of potential suitable substitute medications (where available).
- Dr Corke was asked if the new owners of the Wilton pharmacy was having an impact. Dr Corke reported that the surgery was starting to see some improvements, but it has only recently transitioned to new owners, so this will take them time. Initial reports have been favourable and are making a positive difference however.
- Dr Corke reported that the use of statins thresholds is under review with our patients due to recent government target changes. Dr Corke shared that our clinicians will always prescribe to NICE clinical safety thresholds, maintaining patient safety regardless of political agendas. The patient’s safety and best interests are always put first.



AOB:

- Those present noted and agreed that it was nice to meet in-person as well as online, and it was a very welcome occasion to come together.
- Pauline asked about blood tests and if patients are told when results are normal. Dr Corke informed the group that patients are not routinely told their blood test was “normal” due to operational capacity, a focus on helping patients manage their own health and because this information is available on the NHS App and Airmid accounts.
- Pete asked if local building developments would put a big burden on the Wilton surgery. Dr Corke shared that the development was out of Wilton’s catchment area and so this will not have an impact on the surgery.
- James shared about online patient registrations switch and how this has worked well. James explained the time saving benefits for patients as well as the surgery and that this is delivering an improved and more accessible service for patients alongside the paper forms now also available.
- Dr Corke asked if it was possible to change days of the PPG meeting – the members felt this would potentially be more difficult for them to attend, but could be considered next year.
- Carole/Pauline asked if the ATM style dispensing machine would be beneficial at Fovant to help with dispensing. Pete suggested perhaps this may help with preparing medications when dispensers are available so that the machine can then dispense the medication 24/7 even when a dispenser is not on site. A discussion was held and lots of points proposed relating to the cost of the machine to enabling supported access for the predominantly older population of patients that the surgery serves – the question raised is that would all the costs and time be worth the investment and challenges? The group thought it was a good idea to consider for the future if it was thought it might ever be suitable and helpful.
- Those present were given a brief tour of the Administration dept, explaining the various functions of the team.

Date of next meeting:

Date: Mon 11th March 2024 – 12.30pm

Venue: Online (MS Teams)

