

SIXWAYS PATIENT PARTICIPATION GROUP (PPG)
MINUTES OF THE MEETING HELD AT SIXWAYS CLINIC
FRIDAY, 28 JULY 2023

ATTENDEES

Mukesh (Kesh) Makhecha (Chair) KM
Anna Frost (Secretary) AF
Ceri Gardner (Sixways Practice Manager) CG
Peter Lidgard PL
Brenda Reid BR
Chris Reid CR
Rob Reid RR

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the meeting.

Apologies for Absence:

Maia Brasington

Diane Evans

Jane Jones

Janet Littlecott

Margaret Thomas

Also - Susie Purslow (Primary Care Network/PCN Lead Social Prescriber) who was due to speak at the meeting.

2. MINUTES OF THE LAST MEETING HELD ON WEDNESDAY, 14 JUNE 2023

The Minutes of the last meeting held on 14 June 2023 were signed as a true record.

To be posted on the PPG section of the Sixways website.

3. MATTERS ARISING FROM THE MINUTES OF THE LAST MEETING

Item 5 - For those who had not been able to attend the previous meeting, the members of the PPG Committee were introduced: Mukesh (Kesh) Makhecha - Chair;
Anna Frost – Secretary; Diane Evans – Social Secretary.

4. PPG TERMS OF REFERENCE

KM and AF signed the PPG Terms of Reference; passed to CG. A copy is attached to these Minutes to be signed by the other attendees at today's meeting and passed to CG at the next PPG meeting.

5. CARERS COFFEE MORNINGS

KM reported on the first Sixways Carers Coffee morning held on 6 June 2023. The morning was successful and well attended and it was agreed that these should be held approximately every two months at Sixways Clinic (12.30 pm–1.30 pm).

Next Carers Coffee Morning – 13 September 2023 (to be confirmed).

CG to invite other local organisations e.g., Glos PPG Network, also lead Social Prescribing Link Worker Cheltenham Peripheral PCN, Leona Smith who may make suggestions re invitees and AF to invite a representative from the Glos Carers Hub and Hospital Reflection Group. CG explained how Social Prescribing works.

Reference was made to the *Connect* publication produced by Charlton Kings Parish Council in February 2023 - a directory of health and well-being activities in Charlton Kings which could be used to invite suitable organisations to the Carers Coffee Mornings.

Publication available on the internet:

<https://www.charltonkingsparishcouncil.gov.uk/uploads/ck-parish-council-directory-issue-18-feb-2023.pdf?v=1676981428>

RR, if possible, to obtain 12 hard copies for the Sixways Clinic.

6. MESSAGE IN A BOTTLE (LIONS CLUBS) SCHEME

KM outlined how the scheme works and will liaise with his local Lions Club contact to see whether Sixways patients can be included in the scheme.

7a. 2023 GP PATIENT SURVEY (England)

[Patient Experience \(gp-patient.co.uk\)](https://www.gp-patient.co.uk)

The results of the survey show how patients feel about their GP practice. Nationally, one of the main issues is that of patients having problems accessing their GP. Overall satisfaction with GP services is at 71.3%.

CG outlined the Sixways Clinic patient responses to the 2023 GP Patient Survey.

262 surveys were sent out, 113 were returned, which gave a completion rate of 43%. An area that was highlighted is the difficulty experienced by some patients in getting through on the telephone lines. This is due to the current shortage of non-clinical staff at Sixways Clinic; details of vacancies are on:

[Care Navigator \(Receptionist\) advertised by GlosJobs.co.uk;](https://www.glosjobs.co.uk)

PPG members were asked to circulate the link to anyone they think may be interested in the vacancies.

7b. SIXWAYS CLINIC STRATEGY DAY

Dr. Dave Evans (GP Partner) had attended part of the 17 May 2023 PPG meeting to speak about the Delivery Plan for Recovering Access to Primary Care (for a summary see: Item 4 of 17 May 2023 PPG Minutes). Following this report, there will be a Strategy Day on 7 September 2023; suggestions from the patient perspective for improving access to primary care to be sent to CG by 30 August 2023 latest.

8a. GLOUCESTERSHIRE PATIENT PARTICIPATION GROUP NETWORK (GPPGN) MEETING

AF Reported on the meeting of the Gloucestershire Patient Participation Group Network meeting (GPPGN) which she had attended via Teams earlier (28 July 2023). The Network is made up of representatives of the 69 PPGs in Gloucestershire and organised by the Gloucestershire Integrated Care Board (ICB). Topics covered at the meeting were:

Cancer and Health Inequalities

NHS Glos Integrated Care Board Values and Behaviors

National GP Survey Results

Domestic Abuse and Sexual Violence Consultation

Minutes/Slides of the Meeting to be circulated by Sophie Ayre, Engagement Manager, NHS Glos/ICB to CG for Sixways Clinic and to AF for Sixways PPG.

Date of Next Meeting of GPPGN: 29 September 2023 at 10.00 am-12.00 pm via Teams.

8b. SURVEYS

GPPGN recently circulated information on the following surveys and PPG members are encouraged to complete and circulate these through their own personal networks:

Living Well/Ageing Well Frailty Survey

<https://www.smartsurvey.co.uk/s/LivingwellAgeingwell2023>

(Glos NHS Survey) - Deadline: 15 August 2023

Minor Adaptations Survey

[Minor Adaptations Engagement | Have Your Say Gloucestershire \(engagementhq.com\).](https://www.engagementhq.com/Minor-Adaptations-Engagement-Have-Your-Say-Gloucestershire)

Glos County Council (GCC) Survey) - Deadline: 27 August 2023

Technology Enabled Care Survey noted but 28 July 2023 deadline had passed (GCC Survey).

9. ANY OTHER BUSINESS

a. MONITOR IN SIXWAYS CLINIC WAITING ROOM

Funding has been obtained for a monitor in the Sixways Clinic waiting room; slides will be changed periodically to highlight various medical issues e.g., hay fever, diabetes, flu jabs. CG to see whether general first aid can be included.

b. TELEPHONE CALL BACK SYSTEM

CG confirmed that Call Back has been reintroduced whereby call back is available to callers who are tenth or more in the queue when telephoning the Clinic.

c. PPG NOTICE BOARD FOR SIXWAYS CLINIC WAITING ROOM

CG to obtain a noticeboard for the PPG to use to advertise the group, meetings, events etc.

10. DATE OF NEXT MEETING: Friday, 25 August 2023 at 12.30 pm–1.30 pm, Sixways Clinic.