

**Minutes of the meeting of the Wigston Central Surgery (WCS) Patient Participation Group (PPG) held at 6.00pm on Tuesday, 13 June 2023 at WCS Offices**

**Present:** John Stevenson (Chair), Andrea Stevenson (Meeting Secretary), Darshna Pattni (Practice Manager), Dr Sangita Ravat, Rod Hayman, Jane Hayman, Bill Pickering, Ian Barsby, Chandrika Patel, Judith Wilson, Louise Keogh, Lorraine Radcliffe, Sue Renton (PCN Social Prescriber)

Apologies for absence received from Rebecca Smith

**Introductions**

As there were some new attendees to the meeting everybody introduced themselves to the group.

**Minutes of the previous Meeting 25 April 2023**

The minutes of the previous meeting were emailed to members prior to the meeting and circulated to new members.

**1. Matters arising from the previous minutes not covered elsewhere on the agenda**

The minutes were approved and matters arising were covered elsewhere on the agenda.

**2. LOROS**

Unfortunately Helen Culliman from LOROS could not attend the meeting and AS will email her and invite her to our next meeting in September.

**3. Sue Renton (Primary Care Network (PCN) Social Prescribing Advisor)**

Sue Renton introduced herself as a social Prescribing link worker who has been working in the local community for the past 3 years along with four other colleagues. The team are based in the Two Steeples Medical Centre but are associated with GP practices in the local PCN which are:

Bushloe Surgery, Wigston

The Central Surgery, Oadby

Wigston Central Surgery

South Wigston Health Centre

Rosemead Drive Surgery, Oadby

Social Prescribing is a key component of universal personalised care which is an approach that connects people to activities, groups, and services in their community to meet the practical, social, and emotional needs that affect their health and wellbeing. The aim is to take a more holistic approach to a person's health and wellbeing by focusing on what is important to them to meet their non-clinical needs. Patients can gain access to these

services through their GP practice. Patients can be referred via their GP, social care, PCN website and self-referral.

SR explained that the advisors provide someone to talk to confidentially, someone who is practical, helpful and non-judgmental. An advisor can help a patient decide how they would like to improve their health, wellbeing and independence and signpost them to services that are in the community to help them such as:

Healthy lifestyles and active lives

Accessing specialist services and support such as mental health

Housing, benefits, and financial support

Getting involved in local groups and activities

Employment, training, and volunteering

SR explained that they are wanting to make the patients more aware of the services that they offer.

The team are planning to promote their services at an event 18-20 November as part of the Winter Well Being initiative. They will also be present on 5 July to promote their services as part of the 75<sup>th</sup> Anniversary of the NHS. They will be available on a stand at the top of Bell Street, Wigston 2.00-5.00pm in the Health and Wellbeing Hub (old OWBC office). The event will be advertised locally.

SR explained that there is currently a 3 week wait from referral into the team, but the referrals are triaged and emergencies are dealt with sooner. Advisors can see people in their own homes, consulting rooms, phone calls or even meet for a coffee to discuss needs. This is always confidential, unbranded, and very informal. SR explained that the team are dedicated, professional and non-judgmental in their approach.

SR handed a leaflet out to the PPG members explaining the work of the social prescribing team. These leaflets are available in reception at the PCN GP practices.

AS offered to do a patient notice board detailing the work of the social prescribing team. BP to arrange a spare notice board and to collect the relevant information from SR to give to AS.

DP also told the PPG that Dr Smith (WCS) is making a patient information video on the work of the Social Prescribing Team.

#### **4. Practice Manager's update**

DP told the PPG that the focus for the practices within the PCN this year is to increase their capacity and to ensure everyone can access services on an equal footing. This follows the message from NHS England who are committed to making GP access easier and more convenient for patients with evening and weekend appointments.

This means reducing inequalities in access to general practice services by aiming to promote understanding of groups in the community who are experiencing barriers to accessing GP

services such as the homeless, refugees and travellers who have no fixed address, to register at a practice.

It also means reaching out to patients who have difficulty accessing general practice e.g. those who are socially isolated, health literacy poor, visually impaired, as well as those with cultural and/or language barriers ( for example, translating the practice's website into different languages), those with mobility issues, on low income, and LGBT+ patients may fear prejudice and those with no access to the internet.

DP told the PPG that the PCN do offer evening and weekend appointments. GP appointments can be via the telephone, online or by video call. These are some of the steps being taken so far to patient accessibility.

With regards to patient capacity there is no limit with the WCS patients now over 13,000. RH expressed concern about the increase in patients resulting from the housing development on Newton Lane. DP explained that the surgery will get extra oncome from the developers once 25% of the houses are sold but this isn't very forthcoming. Apparently, Oadby & Wigston Council must build 250 new houses a year.

DP was keen to point out that the practice will not increase the physical boundary of the practice therefore not registering anybody that falls outside of the boundary.

DP told the PPG that WCS was the first GP practice to offer face to face appointments after Covid and that the practice was very proactive in its approach to patient care.

#### **5. Ordering Repeat Prescriptions online**

At the time of the meeting DP was still awaiting a reply from Friday Chidlow to book training for PPG members on how to show patients how they can order their repeat prescriptions online.

*Update: since the meeting, DP has heard from Friday; her funding runs out at the end of June so with such a short time frame DP has suggested that LK and LR (who work at the practice) receive the training. They will train the PPG members who are willing to show patients how to order their repeat prescriptions online.*

#### **6. Signposting Patients at Open Morning Surgery**

AS circulated an explanation as to why receptionists ask the reason for a patients call for a GP appointment. Signposting this to patients will be done via a link from a text message. SR suggested an amendment which AS has taken on board. The amended version will be emailed to DP for action.

DP told the PPG that any patient who phones at 8am for an appointment must be navigated somewhere to get help. One Monday morning the surgery received 900 such phone calls.

#### **7. AOB**

CP asked about the number of available appointments per 1,000 patients. DP explained there are no plans at present to expand the Two Steeples Medical Centre due to funding

especially from the housing developers. DP explained that the Saturday clinics were a bit 'hit and miss' at present mostly being used for blood tests and routine appointments by other surgeries in the PCN. SR said that her team work until 8pm on a Tuesday evening providing more patient accessibility.

JS raised the question as to why a patient gets notified of a medication review at the point of ordering their next online prescription. This means there is a delay to obtaining their medication. DP will look into this matter. DP did say that receptionists can put through an emergency request for a week's supply of tablets to be issued whilst the patient is organising a medication review.

DP informed the PPG that Marie Curie will be in reception on Thursday, 22 June if patients would like to discuss anything with them. They will advertise this themselves.

AS has now created a PPG notice board in reception. This has the minutes of the meetings on it for patient information plus any other work of the PPG.

AS will ask DP to make sure the minutes are available on the WCS website.

#### **8. Date of next meeting**

The date of the next meeting was agreed as 6.00pm on Thursday, 7 September at WCS offices.