



9th September 2023 12:30-13:30
IWMP Patient Reference Group Meeting

Attendees:

Geoff Brown (GB) - Chair	Rachael Pengelly (RP)	Dr Chris Lachman (CML)
Marieke Koenhorst (MK)	Annika Gilljam (AG)	Sue Field (SF)
Neil Scarlett (NS)	Clive Loughlin (CL)	Jan Helbert (JH)

Apologies:

Dr David Cockshoot (DC)	Alan Miles (AM)	Ian Shepherd (IS)
Marieke Koenhorst (MK)		

Agenda:

1) Apologies for Absence

Apologies were received from Dr David Cockshoot, Alan Miles & Ian Shepherd

2) Introductions & resignations

There were no new attendees.

Helen Whitman has resigned from the PPG due to outside commitments.
Through the Chair the Group expressed its gratitude to Helen for her support.

3) Minutes of meeting 20th February 2023 and matters arising.

The minutes were accepted as a true record of the meeting.

There were zero (0) matters arising.

4) Building flood update (RP)

RP reported on the serious burst at the water cooler which impacted waiting room, 6 practice suites and the underground parking. Lots of serious unseen damage, including flooring, paint, carpets. Work is ongoing. There is concern to the structural damage to Kingspan. Only 2 hours of working time was lost. Very stressful and several lessons learned.

6) Results of tests (CL)

CL expressed concern about results of tests not being notified.

RP described the process of the testing as it runs. Over 200 tests are done daily, and these are reviewed by clinicians and any patients whose tests are of concern are contacted directly.

From 31 Oct 2023 all patients will have access to their results online through their records.

Action: Include in next newsletter (CL)

7) Early warning preventative measures (CL)

Wanted to know what is covered by regular checks.

The new NHS Health Check testing regime won't be repeated due to funding and resources. Certain people are monitored every year (kidney disease, diabetes, atrial-fibrillation amongst others).

NHS operates on the basis that people self-present on basis of noticing some symptoms.

Suggested that this is shared in the newsletter along with what people can do to monitor themselves.

8) Text messages (CL)

One off confusing text was discussed.

9) Attendance at PPG from GP's (CL)

CL has biggest oversight of the practice in terms of policy, strategy, direction and has responsibility for the PPG in his role.

10) Newsletter.

Draft of newsletter was provided. Suggested build was that the section on Medical Records was updated with respect to the change from NHS 31/10/23.

Tidy up information on GP's.

Add in 'Missed appointments information'. Currently about 5% (or 3 per day).

Structure the email in terms of FAQ in to Clinical & General questions.

11) AOB

There were 2 (two) items raised under AOB.

Resources:

Broadly OK but short of a Health Care Assistant (interviewing now) and recruiting for a receptionist (85 applicants). No longer able to use the phlebotomist at IMMMP hence the HCA appointment.

Space remains a limiting resource.

Resignation:

Clive Loughlin (CL) tendered his resignation as at 31 December 2023 due to retirement.

12) Conclusion & next meeting

The meeting concluded at 13:30

Items for the next meeting agenda to be forwarded to RP before end of December.

Next meeting: 15th January 2024 12:30

ACTION LOG 15 May 2023

What	Who	Status/When	Completed
Check Text/SMS in use for Did Not Attend	RP	Carry over from 20/2/23 ASP	Completed
Draft first newsletter to be published in Autumn 2023	CL	New action. Oct 2023	Completed
Share newsletter to personal contacts who use the Practice	ALL PPG	New action Oct 2023	Roll forward
Consult on newsletter with VPPG	CL	New action Before next meeting.	Completed
Updated PPG on conclusion of review of mass vaccination procedures.	RP	New action.	Completed
Populate the ToR & constitution with actual names against rolls and circulate/display as appropriate	RP	New action Before next meeting	
Look at appointing a Vice Chair at next PPG	GB (Chair)	At next meeting	