

Patient Participation Group Meeting held via Microsoft Teams at 4.00pm on Thursday 25th June 2020

Present PPG: Nigel Engert, Sue Crisfield, Hazel Rodber, Steve Gleghorn
WHC Staff: Sarah Jones, Jay Nation, Dawn Higgins

Apologies: Brendan Adams, Janette Cronie, Kath White (invited but unable to access), Melissa Kelly, Gordon Stevens, Roger Farnsworth (invited but unable to access)

Minutes of Last meeting: Agreed

Practice Update:

COVID-19 impact (statistics on number of patients seen by practice in April/May 2020 as compared to April/May 2019, also for patients referred to YDH): Obviously COVID-19 has had a massive impact on Wincanton Health Centre as it has in many other places. The number of patients that we are seeing face to face dramatically dropped but has picked up a little in recent weeks. Saying that we are still completing a good number of telephone consultations and have done the most video consultations of any SHS practices which is really positive. Patients are also sending photos into the surgery via email which are really helpful to the Clinical Team when assessing their cases. Below are appointment figures. In regards to referrals to YDH, we referred 299 patients in April/May 2019 and 126 in April/May this year.



When will the doors be open to patients? The doors will only be opened when it is deemed safe to do so. Most surgeries including ourselves are keeping the door closed until we have been given new guidance.

AskMyGP Rollout: We are going live with this on 1st July and the feedback has been really positive from other surgeries. We welcome the PPG's support in moving over to this new system. There is currently only one other SHS GP Practice not using AskmyGP and all the GP Practices in our own PCN are now using it.

Joint working with Bruton We are still awaiting CCG approval in regards to this. We created a survey to send around to patients to get feedback, as requested, but not heard anything since.

PCN Discussions have begun within our PCN about which new staff we would like, using the new funding. Future funding for Health Coaches is key and if this is secured via an alternative route then it would allow us to look at additional roles. If not, PCN funding is likely to be needed to support Health Coaching. Sarah will look into finding contacts for other PPG groups within our PCN and pass them on to Nigel so he can try and make contact with them.

Health Coach update The Health Coaches have been really busy contacting our vulnerable patients. They are also linking in with Dr Campbell Murdoch to complete a quality improvement project for our patients' birthday reviews. The Health Coaches are going to take a more active role in this and will help patients with their goal setting and lifestyle changes. If this works well at Wincanton Health Centre, it will be implemented by Health Coaches in other GP Practices. Wincanton was also asked to contact vulnerable patients from other surgeries where they don't currently have Health Coaches.

Wincanton Health Centre



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Staffing update We have been really fortunate in recruiting GPs through SHS. We have Dr Campbell Murdoch, and Dr Alice Gallen joining us in October. Dr Susie Stoneley has also started working with us on a Wednesday and also works across at Bruton. Jamie Lawrence our new paramedic started with us yesterday and seems to be settling in well. Rachel Stratford the Practice Nurse and Lisa Goodland the Receptionist have both settled into the team well. Dr Phillips is doing some work for SHS on a Wednesday with quality improvement.

Reports from Chairman/Deputy chairman and members Nigel reported back on a Zoom meeting he had had with other SHS PPG Chairs on Tuesday. Following reports back from the various GP Practices, the major item for discussion was the advent of more active PCNs and the uncertainty surrounding patient representation on their management committees. Sue gave us a detailed update on her work with patients and staff in GP Practices across SE Somerset, including Wincanton. She is looking forward to being able to restart some projects and initiate others that are currently on hold,

AOB none.

Next meeting Thursday 30th July via Microsoft Teams

(Please let Jay know via email if you would like to join this meeting)

