

## **PPG Meeting.** *Kellie Dennis Speaking to Chris Gasper, Chris Rattan, Silvia Chittock and Malcom Chittock. Jess Lipyeat Minute taking.*

**Kellie** - Introducing herself and I, talking about what we are going to be talking about in the meeting, and ensuring everyone is happy with this and comfortable in the setting we are in.

**Kellie** – Jess can you get every one's name and emails, so that we can make sure we have all ones correct details.

*\*Shows the agenda to everyone and everyone passes it around and has a read of it\**

**Kellie** – Introducing all the new roles that we have taken on and who is working these roles and how long they have been partaking in these roles, allowing them all to know every one's name and role and make sure everyone understands what they do.

*\*Shows the newsletter about what's happening everyone passes this around and has a read of it\**

**Kellie** - we have been taking these to all the surgeries and been giving them all the information about what's going on and when it's happening.

**Silvia** – we went into our surgery the other day and we was disappointed, because on the billboard there was a tiny piece of paper with information about PPG, but there were no dates for upcoming events and meetings and not a lot of information at all.

**Kellie** – we will make an action plan of going to all Surgeries and making sure everyone has all the dates all the information and put them up I surgeries, so that all the information is there for patients to see.

**Silvia** – what would be good would be if we had someone from each surgery coming to these meetings so that we can get information about what's going on in the surgeries as well, I know you're telling us about what's going on at the PCN, but we also need to know about what's going on in our surgeries and there's nowhere to find this out.

**Chris Gasper** – I was in Central surgery the other day speaking to Pink ST Clair, she was mentioning that she would like to do a PPG Meeting about just the surgeries so that we can find out all this information, but it would need to happen in the surgeries.

**Kellie** – as for the concern about the lack of information your surgeries may have, you see the TV we have with lots of information on it in the waiting room, we are hoping to get these to most of the surgeries too, as you may have seen while waiting today, it mentions all about the different job roles we have here and what they do in the PCN, I think this would definitely help with sharing information with patients, we have only had ours for a couple of weeks and had good feedback about this so this is what we are trying to achieve for your surgeries too.

**Chris Gasper** – I really do this the surgeries to lack so much information because it's not even the fact that they don't have anything about all the different job roles, but they also don't have any dates for these meetings or anything that's going on, we need more information about everything that's going on, the job roles, the surgery and all the events and meetings dates and times and locations.

**Kellie** – I completely agree with all of this, what I'm thinking is that we will have to go to these surgeries and give them the information ourselves because we have sent out all of this before in the post and given them into the surgeries, so we will do everything we can to make sure that this happens.

**Chris Gasper** – South east Essex alliance have been trying to PPG chains we have Benfleet, Canvey Southend Rochford etc, but there's just no communication between anyone and this is what we need to sort out, because no one talks to each other and not only do you not know who to ask for advice, you don't know who to complain to, you don't know what people are doing and it's very frustrating.

**Chris Gasper** – is there any way that we can find out about all the new changes and what's going on with all the surgeries and what events are going on and all information,

**Kellie** – Chris if you are happy for me to pass your email address details on to these companies and ask them to get in touch with you, I can do this, so I can talk to all organisations and pass on your details? Are you all happy with this?

*\*Chris agreed to this\**

**Kellie** – I want to talk about the new questionnaires the surgeries and we have been sending out to all the patients, all you have to do is put in you D.O.B and then click each answer as it asks you, it allows the surgeries to see if you're high risk medium risk or low risk, it can track all of the patients information about the Blood pressure, Blood sugars, height, weight etc and put everyone in The correct category. Dr Agha has already had 450 questionnaires back and they have not been out a long time at all, this is good because it saves so much money on having to call everyone and finding out these details and time saving which is helping the surgeries to see the correct people in the correct amount of time and giving more time to do this.

**Kellie** – Just quickly I'd like to mention Gardening Club, This will start again on the 4<sup>th</sup> march, we were really looking for someone to be like a head gardener, as last time people started getting a little too carried away with being the lead and too many people were sort of taking control and all got a bit out of hand, we was wandering if you know anyone that would like to do this or if any of you are interested in this. We have reached out to trust link workers as I know a lot of people enjoy gardening and it would be great for someone that maybe needed a little boost from life. Please feel free if you have any inputs about anything please don't hesitate to let us know and help us help you.

**Kellie** – So let's talk about ANIMA, all 3 surgeries, North Shoebury, Shaftesbury Avenue and Thorpe Bay all have ANIMA, since we have had anima out of the 16,100 patients in December alone we triaged 3350 patients 2627 appointments were made on the app, this has decreased the phone calls.

**Kellie** - Anima is extremely helpful as well, because due to being able to put everything on the app with all the information you need to give to get an appointment, its automatically being coded onto your notes onto system1 which is a lot more helpful and it also puts people in to low, medium, and high alert categories. So, it is allowing us to prioritise high risk to low risk which is really helpful as before people would ring and say their symptoms and were given an appointment but then if someone high risk would ring and there was no room for an appointment, they would have to ring again the next day so it stops this from happening and prioritises people the correct way. It is open from 8-12pm closed for 1 hour to refresh and then open from 1pm-3pm everyday Monday to Thursday and open 8am to 12pm Fridays, we have 17,540 patients logged into the app and 187 of them were redirected to nearby help, so people that have had like a runny nose for the day they don't necessarily need to see a doctor they would need to go to a pharmacist and this has been really helpful so people that don't actually need an appointment are not getting on and taking them from the people that really need one. The phone calls are coming down which is a massive money saver and time saver, and we can really prioritise the people that need more care. North Shoebury have come down by 23% Thorpe Bay have come down by 40% and Shaftesbury Avenue have come down by 43%. Altogether 63% of patients are on the app. The DNA (did not attend) number of people that are on anima is less then every because people are able to choose when their appointment is and its making it a lot better for people because they are getting the appointment that they won't and need.

**Chris Rattan** – will Central surgery be getting this?

**Kellie** – We have been in talks about this yes, but nothing has been approved yet.

**Kellie** – I want to talk a little bit about the carers programme, we had so many people that were not coded that they were a carer or being cared for, so we sent out one text message a couple of weeks ago and we identified 5% more of carers this is 572 Patients that are either a carer or being cared for. We were thinking when a carer is bringing in their person they care for, we could do an NHS check then while they are in the building, and this would stop them from having to keep coming backwards and forwards and then this will reduce the amount of carers neglecting their own health.

*\*Everyone agreed that this is a fantastic idea and would be great for carers. \**

**Chris Gasper** – I just want to add in that I spoke to Pink St Clair the other day also about how PPG should go that I mentioned earlier, we basically need medical input on one side, but then we also need people from different roles coming down like social prescribers explaining what they do and how it is all going and also other roles too they need to be coming to these meetings introducing themselves and showing and talking to everyone explaining what they do.

**Kellie** – yes definitely I agree with this completely, and we could also have outside services there as well, we have a health and wellbeing day on the 7<sup>th</sup> march which will be held here at Norton place, this will be based around Blood pressures, foot checks, blood test, and reviews. Message a website will be sorted soon.

**Kellie** – I would like to show you our website, we have lots of different things you can go on, what I find really good and fun is we have a section of – ‘BETTER HEALTH’ this is all about better and improved health and lots of information about improving this and creating a much healthier lifestyle, it also has a section on there and give you a 7 minute workout for each day which is great fun. It has a section for medication management and coming soon a self-referrals page, all the information that you need to know is on here and were making it better every week.

**Summary:**

**Kellie, is summarising everything that she has been talking about mentioning, anima, health checks, carers information, connecting surgeries, the website and asking anyone if they have any questions to ask her.**

**Chris** – maybe next time we could have some more information about roles and find out more about everyone.

**Kellie** – shall we make a date for the next meeting; we have the health and wellbeing day on the 7<sup>th</sup> so should we do this after then or before then its up to you.

**Silvia** – its probably a good idea to do after then.

**Kellie** – ok let’s set it as Tuesday 12<sup>th</sup> March 2024 at 1:30pm

**Action plans:**

- **try and get someone from each surgery to PPG meetings so we can find out all information about everywhere.**
  
- **print off information about PPG and PCN and give it to all surgeries.**
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- **Try and get other job roles in the PPG meetings to speak about their roles and what they do.**