

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Wednesday 30 October 2024

PRESENT

David Pryke – Chairman

Robin Lander Brinkley – Vice Chairman

Mrs. Sally Atkins – Nurse Administration Manager

Miss Aneta Wanat – GP Assistant

Mr. David Baynes; Mr. Jay Carpenter, Mrs. Karen Hobbs, Ms. Pam Lander Brinkley; Mr. Magan Patel; Mrs. Shanta Patel; Mrs. Jayne Pryke, Mr. Derek Wynne,

Apologies from: Mr. John Doughty, Mr. Stephen Rogers, Mrs. Janet Wilmot

1.WELCOME

The Chairman welcomed everyone and thanked Karen Hobbs for coming to give a talk on The Personalised Care Team

He reminded everyone that any questions for the practice should be sent in advance of the meeting which was to try and ensure that the questions could be fully answered as there was not always an appropriate member of staff at the meeting to give an answer. This would happen for all future meetings.

He also reminded everyone that the meeting was not a forum to discuss personal issues and that these should be directed direct to the Practice.

2. MINUTES

The Minutes of the meeting held on 19 June 2024 were agreed as a correct record.

3. THE PERSONALISED CARE TEAM

Karen Hobbs and Jay Carpenter said that the personalised Care Team, currently a team of 5 who were social prescribers and under the umbrella of Youtrust, which was a charity covering the south of England. They were based at St. Mary's and covered health and well-being and signposted people to the services that they needed, the services included health and wellbeing coaching and care co-ordination, enabling people to stay in their homes, assessing their needs and support for carers.

Their teams could be accessed by self-referral or via GPs, GP Assistants or GP receptionists' There were plans to have information postcards for GPs to give out.

There was a monthly drop-in service on the first Wednesday of each month at St. Margaret's Church which was open to all patients in the Southcoast Primary Care network

They had funding for a cookery course

There are wellbeing Wednesday's at Court X for people with long term health conditions.

There are Chair exercises at St. Margarets on Tuesdays at a cost of £2.50

There are a cycling without age service.

There are plans for a Christmas concert

The Chairman thanked Karen and Jay for their presentation.

4. CHAIRMAN'S STATEMENT

The Chairman reported that:

The Practice now has a Facebook page and can be accessed via [Trafalgarmedicalgrouppractice.co.uk](https://www.trafalgarmedicalgrouppractice.co.uk)

There were now regular Veterans Group Meetings

The NHS Hampshire and the Isle of Wight had said that Portsmouth was known as the great waterfront city and is home to 250,000 residents. It's vibrant and historic and has a strong growing economy and high-quality health and care services.

Despite this, health and wellbeing outcomes were not as good for some of our residents as they could be. Portsmouth is ranked 114th out of 149 areas in England for the ONS Health Index - a single health indicator that reflects the multi-faceted determinants of the population's health. In 2018, the city achieved an overall score of 96.6 with values below 100 indicating worse health than in England in 2015. The city's relative position had also worsened in the years since, with the COVID-19 pandemic having a huge impact on health inequalities in the city.

Portsmouth is not an outlier in term of its overall score. It sits within a pattern in which more deprived areas have less healthy populations, which is why the city's Health and Wellbeing Strategy 2022-2030 looks at the underlying factors which in turn influence health and wellbeing. These are: poverty; educational attainment; positive relationships; active travel and air quality; and housing.

As reflected in the 2040 vision for Portsmouth, they want Portsmouth to be a healthy and happy city, in which each person has the education, care and support they need for their physical and mental health".

To tackle these challenges, they work collectively through Health and Care Portsmouth, across NHS organisations, Portsmouth City Council and voluntary organisations, and have been working like this for a number of years.

5. PRACTICE UPDATE

Aneta reported that:

The Practice has 18 GP's of which 6 are partners and 12 Salaried.

The Practice has lost Dr Willison, Dr McAdam and Dr Palmer and gained 2 new GP's Dr Lin Sue Thet Wai and Dr Baraa Elzebery.

The Practice has 9 Nurses and 8 HCA's

Over the last few months, the Practice had lost 2 Nurses Jooles and Helen and gained 3 Nurses (Ellen who is a trainee, Paige Practice Nurse and Tracey who specialises in Asthma and COPD).

The Practice has 4 GP Assistants it had lost Viv and gained Owen.

Complaints about access and telephone system were down, the call back system working very well. The Practice had good feedback from a patient.

E-consults do not close at set time but stay open until they are full-from 8am Mon-Fri

The Practice is trying a new registration form online which involves a QR code, but still could register manually.

As ever the Practice is continuously looking forward to improving services.

Aneta reported that she and Robin went over to Portsmouth Pharmacy to speak to the pharmacist/owner, they told him the ideas about patients being approached in the queue and being offered their services.

They were not keen to do this and would like the Practice to continue to refer patients to them as they are paid more money when we do. They did not get as much money from walk-ins. They talked about putting posters up in our Surgery, but upper management said that they could not promote one pharmacy. So far nothing else changed.

This was the first year we had offered covid and flu together.

This year demand for covid and flu was higher than ever and there has been a lot of queuing. This was mainly caused by patients turning up far too early, some more than 1 hour before the appointment time. Unfortunately, the Practice is unable to control this as will slow the clinic down even further. On the first Saturday over 65's we vaccinated 676 patients and had 146 DNA's (Did Not Arrive).

The Practice had had 3 formal complaints from patients regarding the queues, the Practice had no way from stopping people turning up early. This were not walk-in clinics.

There was also a medical emergency which involved calling an ambulance.

On the second Saturday the Practice vaccinated 729 over 65's and there were 62 DNA's all these patients were sent reminders.

On the third Saturday under 65's the Practice vaccinated 726 patients and had 133 DNA's

The Practice is doing a campaign to get patients updated phone numbers. In one week alone during Flu, Covid, RSV season spending £800 in one week alone on postage as we did not have current phone numbers.

Everyone was invited to complete the slips to enable records to be updated.

Trudy Mansfield Practice Manager had reported that things were progressing on Handley's Corner and hoped to be in that building at some point.

Dr Lake went on a course to improve women's health and the Practice will have a new examination couch for intimate examinations.

A draft letter for newly diagnosed cancer patients has been circulated and requested feedback on what thoughts/improvements could be made.

Aneta handed over to Sally who presented the Chairman with a gift from the Practice thanking him for his work on the PPG since its inception and his 10 years as Chairman.

7. WRITTEN QUESTIONS AND ANSWERS

There were no written questions.

8. FUTURE MEETINGS

The next meeting had been arranged for 19 February 2025, and a coffee morning had been arranged for 7 May 2025 between 11am and 12.30pm the Chairman said that arrangements were in hand for a talk on Cost-of-Living Support. The Chairman also announced that he would be standing down as Chairman and Secretary next October. If anybody was interested in taking over the roles, they should contact Aneta or Sally.