

Stockbridge & Broughton Surgery PPG

Stockbridge Surgery

Thursday 18 April 18:30 – 20:00

MINUTES

Attendees

Surgery: Dr Will Dougal (Practice Partner), Ann Spooner (Practice Manager),

PPG: Anne Bailiff, Andrew Brock, Alison Deverell, Martin Gossling, Sheila Fitzpatrick, Beryl Prately, Peter Storey, and Audrey Watts

Apologies

Martin Gillard, Martin Gossling (part)

1. Minutes of the PPG meeting of the 17th January: Agreed
2. Actions from PPG Meeting of the 17th January: Covered in these minutes.
3. Surgery Update
 - Dr Nico Rosser became a probationary partner in April, having been a registrar and then returning as a salaried GP in 2022. The PPG congratulated Dr Nico Rosser on his appointment.
 - Details of the proposed Dispensary
 - i Sudden acceleration in the planning application was due to the hope that funding could be obtained via NHS grants prior to their cut-off date.
 - ii Funding is not forthcoming; cost of the extension will need to cover the shortfall via its Partners, crowd funding or fund-raising events. The anticipated shortfall is yet to be fully costed but expected to be in the tens of thousands of pounds.
 - iii A written paper was also provided giving further detail of the new Dispensary and additional benefit to the rest of the surgery and patients through improved facilities (attached)
 - iv Known complaints relate to the impact on Stockbridge Pharmacy (none), Parking (none) and the Beech Hedge (none) and the Yew Tree (further assessment required)
 - v Questions were raised as to why this needs to be in Stockbridge versus Broughton or even King's Somborne, but it's fundamentally due to licencing arrangements (and why Broughton cannot dispense drugs)
[**Action:** Practice to advice in more detail of costing and funding in due course, but also more urgently to improve communications to overcome the concerns raised, especially as many of which are unfounded]
 - Progress on preferred GP appointments and their waiting lists
 - i This remains a priority for the Practice given the proven benefits to patients. However, the nature of this means that this can realistically only be for non-urgent cases, Due to popularity and therefore availability of some of the GPs, it typically means patients will end up on a waiting list, but the Practice will contact the patient as soon as an appointment becomes available or more dates released. This does mean that appointment availability on the NHS App is restricted.
 - ii The recommendation is that patients should always ring-in and not rely on the NHS App for preferred GP availability.
The Practice is seeking to improve initiation of follow-ups with patients from their preferred GP
[**Action:** Practice to improve education and communication]
 - Dispensary lead times and order fulfilment planning
 - i Currently the lead-time has come down to three working days, though the advice at least for the time being is to allow for five working days' lead-time.

- ii The Practice does make regular orders for common medication, but Dispensary space is limited (to be overcome with the new Dispensary)
 - iii The message box on the NHS App for repeat prescriptions (as well as any message on the paper version) are read, but occasionally get missed for which the Practice apologises but will endeavour to improve their rigour.
 - iv The text message confirming your prescription is available is from a template meaning that it is not practical to add the medication bin location in the message to help locate the medication quickly when it is collected at the Dispensary. In addition, when a patient arrives to collect medication, the prescription still needs to be located as it needs to be filed to show medication has been dispensed.
 - v If medication is dispensed in an appointment patients can either come to Stockbridge or have the medication sent to their usual destination. [Medication is not stored or dispensed at Broughton]
- New GP Practice contracts have not been resolved with the Government. It is not anticipated that there will be any strike action given that the practice is run by Partners.
 - Spring Covid Vaccinations currently in progress for those in the most at risk. The question was asked if the surgery was offering private vaccinations for those wishing to boost their immunity as there is nothing available locally.
[Action: Will Dougal to look at the possibility of being able to offer this]

4. Surgery manning; number of registrars and leaves of absence

The Practice advises that staff turnover is within normal parameters and that there have been no changes to this. As a training practice it does however have many registrar GPs going through the surgery as part of their development

5. Training of the NHS App in Stockbridge Surgery and potential implications

Several training sessions have now taken place including with the Staff at the Practice which has provided for much better understanding of the capabilities of the App and the ability of the App to help reduce workload of reception staff – in particular with regard to repeat prescription and test results – all of which have been reviewed before being made available on the App for patient to review. Whilst services can be booked on the App, GP appointments will continue to be harder to achieve (see third point in 3 above).

[Action: Practice to advise in more detail regarding Services available in particular physiotherapy which does not need GP referral, but the important point is that the Physiotherapist can see a duty doctor if medication does need to be prescribed, along with ordering repeat prescriptions and picking up reviewed test results

[Action: PPG to look at setting up a training session in King's Somborne]

6. Stockbridge Surgery Revolving Partner participation in PPG

The Practice advised that this was not readily achievable due to Partner working days, but in any event, the PPG was discussed at the Partners' meeting. The PPG strongly recommended that all Partners should appear with the PPG; after all it is only four meetings a year.

[Action: Practice to positively look at getting all Partners to attend a PPG meeting; Dr Nico Rosser has already expressed an interest]

7. PPG Membership and "auto resignation"

- The PPG terms of reference state that any member that has not been to three successive meetings without apology and/or not contributed to the PPG in the same timeframe is deemed to be no longer a member of the PPG.

[Action: Chair to write formerly to inactive member and remove access to Dropbox]

- The question was also asked as to what the normal tenure of office or membership of the PPG should be.

[**Action:** Chair to review and advise]

8. Use of Dropbox - PPG data repository

Generally, this has been well received though one member of the PPG had problems getting Dropbox on her PC and the Practice asked if they too could have access especially for adding larger documents rather than emailing.

[**Action:** Martin Gossling to help PPG member get access to Dropbox; Chair to give access to Practice Manager]

9. Any Other Business

- Beryl advised that Broughton had established an initiative for mutual support for prostate problems, which was worthy of a mention given that it has brought males with prostate problems together and made the subject less taboo and encourages others to get tested which the Practice thought was an excellent idea.

[**Action:** Beryl to obtain more details for the Practice so that they might advise potential patients of additional support available that they might be interested in]

- Communications/education of practices came up quite frequently during the evening, it was suggested that perhaps some helpful videos and simple messages addressing this were made available from the Practice on their website and in other media outlets and that communications generally should be improved and increased.

[**Action:** Practice to advise of current communications distribution list.

PPG to assess for any gaps in current communications including looking at Facebook, X etc which may be more relevant to the younger members of the community than Parish Magazines as well as Notice boards etc.

Martin Gossling kindly offered to see if the quality of communication with the view of making them more relevant and easier to read for all.]

10. Date of next Meeting

The next meeting is proposed to be on the 10th July (venue to be confirmed)

Patient Participation Group – 18 April 2024

Proposed extension

Background

Stockbridge Practice has been experiencing challenges in terms of space for several years. Many plans have been considered and have not been proceedable for several different reasons.

Just prior to covid the paper medical records were moved off site to make additional space for the dispensary which was struggling due to the increasing volume of prescriptions. This space is close to, but not immediately adjacent to the existing dispensary room.

In 2023, the Partners began to explore the possibility of an extension at Stockbridge specifically for the dispensary. A pre-planning application which was submitted received a favourable response. We were encouraged to undertake bat surveys which we have done.

Proposal

The proposal is to build an extension to the front of the premises at Stockbridge, between the hedge along the footpath and the existing building. This will house the dispensary. The dispensary will be accessible via the existing foyer.

The space left within the existing premises will be used as follows:

- Creation of one consulting room for use by clinical staff who do not require a couch e.g. Social Prescriber, Mental Health Wellbeing Coach, Peer Support Worker, Mental Health Nurse, Occupational Therapist etc. These members of staff work for the Primary Care Network (the group of six practices which we belong to). The Social Prescriber works regularly out of Broughton, but it is rare that we have space for the other staff to provide clinics for our patients.
- Creation of a small interview room which will provide a private space for patients who need to pass on sensitive information to a non-clinical member of the team.

These rooms will be accessible via the waiting room.

- Creation of two desk spaces for clinical staff who are telephoning patients or doing patient related administration, particularly our Home Visiting Nurse.

Advantages to staff

- Improved efficiency of the dispensary team. We will be able to design the space to best suit the work.
- Improved working conditions, specifically for the dispensary team but also for the Home Visiting Nurse who will have a regular place to work from and the receptionist at the front desk.
- We will be able to offer a room more regularly to some of our Primary Care Network staff.

Advantages to patients

- There will be a separate place to collect medication from the new dispensary which should reduce the queue at the front reception desk.

- Patients will benefit from a wider range of healthcare professionals offering them face to face appointments.
- There will be a private room available so that patients do not have to provide sensitive information where they can be overheard.

Feedback

We wrote to patients who will directly overlook the new extension. We heard back from one patient who had a query but after an email response advised that he had no objection to the plan.

We have received three objections to the plan from local residents. Their objections centre around:

- Impact on Stockbridge Pharmacy.
- Concerns for the Yew Tree very close to the surgery boundary where the extension would be built.
- Parking

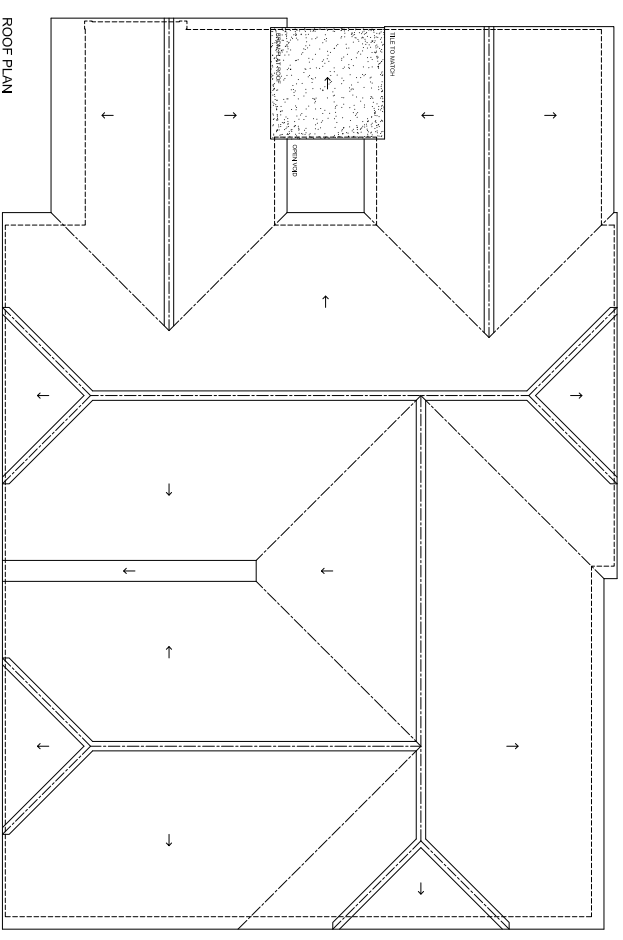
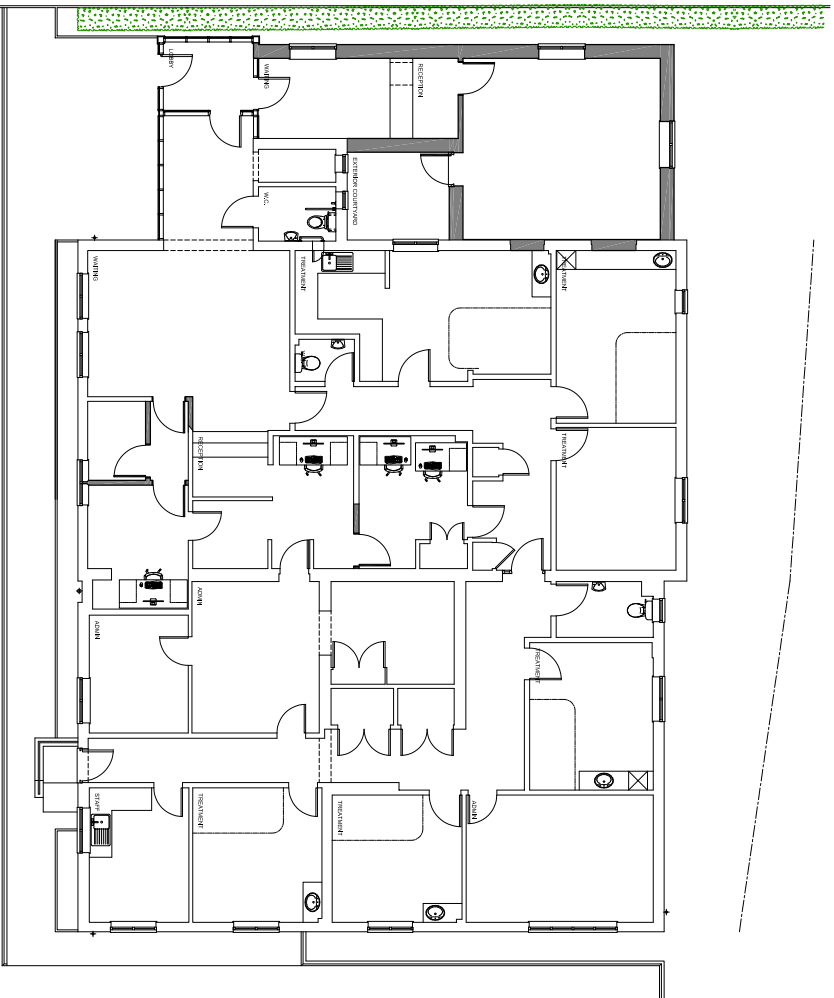
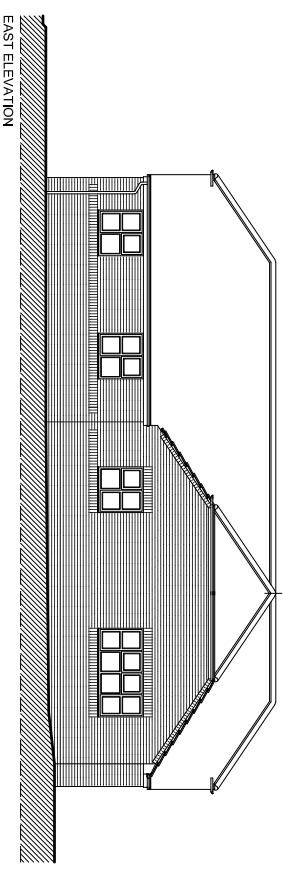
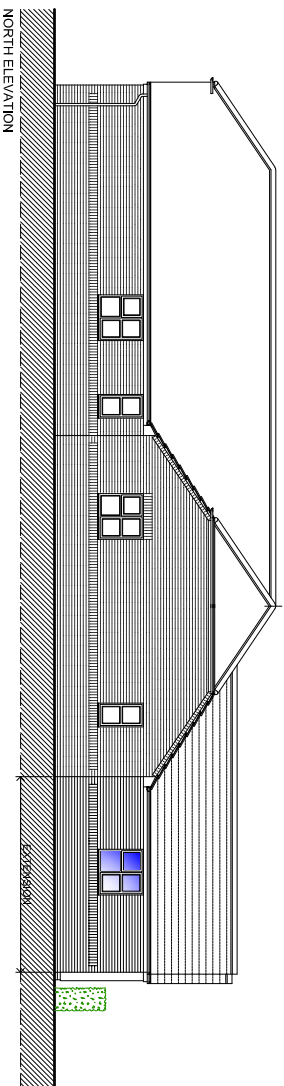
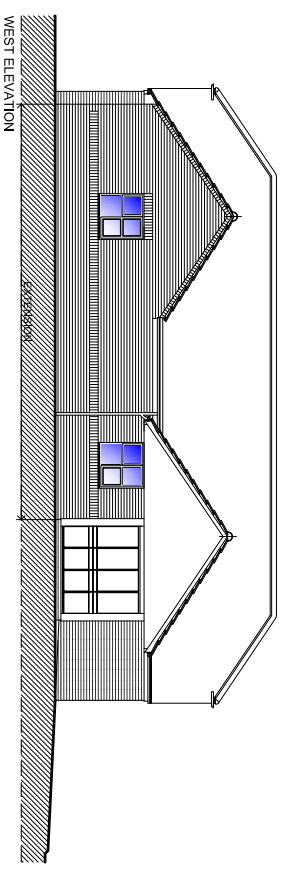
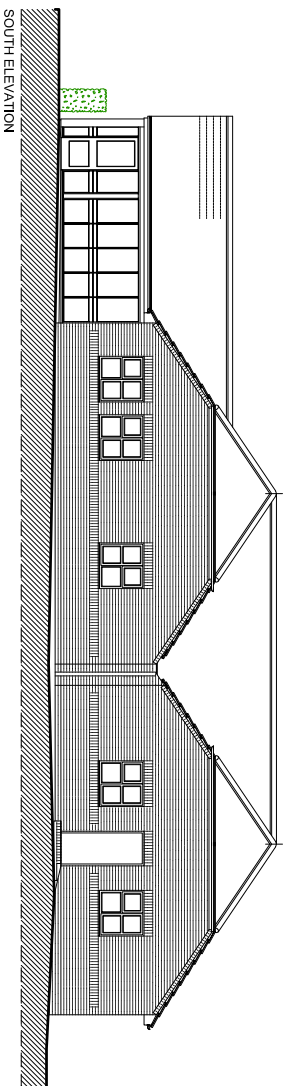
We do not consider that moving our dispensary team to an extension would have any impact on Stockbridge Pharmacy.

Next steps

We are waiting to hear the outcome of our planning application.

We have had three building companies visit us and are waiting on their quotations.

We have heard this week that our local Integrated Care Board will not be seeking applications for premises improvements this year. The Partners will be discussing the way forward at a Strategy Meeting later this month.



CLIENT	DATE	REVISIONS	DRAWING TITLE
STOCKBRIDGE SURGERY			PROPOSED PLANS & ELEVATIONS
JOB TITLE			PLANNING & DESIGN
PROPOSED IMPROVEMENTS			22 DEONSHIRE ROAD
NEW 4.5M ² TYPED			STOCKBRIDGE
STOCKBRIDGE			WILLIS LANE
			SP 34W
1:100 @ A2			DRAWING No
NOV 2022			144202
R.A.L.			REV