

# Notes & Actions from Preston Park PPG Meeting 19 Oct 2021

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**Attended:** David Bowden, Alasdair Buchan, Janak Chauhan (Practice Manager), Andy Cheng, Georgi Daluiso (Advanced Physiotherapy Practitioner), Barbara Lowman, Mark Richardson, Chris Tredgold, Wendy Twigger

**Apologises:** Heinz Kalkbrenner

## Report by Janak Chauhan (Practice Manager)

### Surgery:

- Social prescribing service now being provided by Age UK (will be based in surgery from Nov)

### **ACTION Janak Chauhan:**

Report back on take-up, effectiveness, branding, etc. of the Age UK social prescribing process.

- Mental health well-being service provided by Care (hoping to be based in surgery daily again soon). Mainly referred to by GPs but patients can refer themselves
- David Bowden mentioned the Sussex Cricket mental health and well-being signposting platform. Interviews with people who have been in with mental health issues. Access via Sussex Cricket website
- Public Health Dept of Brighton & Hove council did audit of GP surgery websites and have recommended changes to our website to put specific needs buttons on the home page website
- There is a clear and direct relationship that early interventions help in achieving mental well-being.
- Dr Brown has reduced her sessions by 1 (i.e. half a day) so is now only doing all day Wednesday and all day Thursday
- Dr Milne has reduced by one session as is taking on a bigger role in the PCN. Will be doing 4 sessions per week – Monday and Thursday
- Have recruited 2 new GP partners – one (Dr Constable) started at the beginning October doing 3 days a week and second at beginning of January 2022 doing 2 days per week – so adding another 10 sessions per week. From January 2022 the surgery will be offering 50 sessions per week.
- Will be recruiting 2 more receptionists (will have 5 on phones on Monday morning and 4 the rest of the week)
- Complaints went up from 4 to 20 in the last quarter (to end of Sept). Mainly about getting through on the phone and wanting to see their GP. This level is in line with other surgeries in Brighton. Janak speaks directly to patients who complain and sends a follow up letter to say what the surgery is doing to resolves the issue.
- A number of patients have sent cards, boxes of chocolates, etc. thanking the surgery for all they are doing

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## Help for Women Patients with Menopause and Peri-menopause problems (Wendy Twigger)

It was reported than some female patients do not feel they are getting the most up to date information about the treatment of menopause problems. Do GP's get the latest training? Perhaps one GP can specialise?

### **ACTION Janak Chauhan:**

Will investigate to see if there are any CCG training/update courses coming up.

It was reported that a GP at Beaconsfield (in our PCN) is a specialist in the menopause. Perhaps all surgeries can be made aware of this?

## What can be done to try and resolve abuse of surgery staff?

Janak reported abuse did recently reach a crescendo but it is now calming down. Staff keep a list of abusive calls/visits and Janak, after discussion with their GP, may issue a written warning with the final sanction being removal of the patient from the surgery list. Janak invites reception staff to put abusive callers straight through to him if necessary.

The zero-tolerance guideline is when the caller starts to swear.

All staff do online conflict management training which includes guidance on how to separate abuse from anger/frustration. Occupational health and counselling are available to staff.

## New Initiative on Physiotherapy (Georgi Daluiso)

Proposal that once a patient has seen a GP or other clinical specialist and has received a preliminary diagnosis that the patient be offered to attend a group consultation as something that can take place while they wait for a referral which can take many months. This would be especially applicable for long term conditions such as osteo arthritis. A specialist clinician would be present and a group facilitator. These groups would function as support groups enabling exchange of ideas and experience.

The PPG members thought it is an excellent proposal provided that a diagnosis has been made by a GP or specialist before the patient attends group meetings and that diagnoses are not made within the group meetings.

**Date of Next Preston Park PPG Meeting: 25 January 2022**