



Cumbria Health on Call

*Windermere and Bowness Medical Practice*

## **PATIENT PARTICIPATION GROUP MINUTES: 28<sup>th</sup> September 2023**

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*Present:*

Nick Jackson (*CHoC – Windermere and Bowness Medical Practice Manager*)

Nicky Chapman (*CHoC - Windermere and Bowness Medical Practice Coordinator*)

Richard Glenister (*PPG Chair*)

David Glass (*PPG Secretary*)

Fred Tattersall (*PPG Member*)

Rae Cross (*PPG Member*)

Sandra Lilley (*PPG Member*)

Val Garvey (*PPG Member*)

Ali Jarvis (*PPG Member*)

Fee Hindley (*PPG Member*)

*Apologies:*

Helen Jones (*PPG Member*)

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### **1) Welcomes and Introductions**

- The group made its introductions. David Glass was congratulated on passing his viva for a PhD in Astrophysics.



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## 2) *Minutes/Actions from Previous Meeting*

- Acceptance of minutes from the last meeting (29/9/23) was proposed (R. Cross), seconded (A. Jarvis), and they were accepted.
- Actions from the last meeting (6/7/22) were reviewed, with findings as follows.
- **Action 1** (re-build connections with other CHoC practices' PPGs, plan for shared event) – A new PPG has been set up at Ambleside. This Practice has a lot in common with the Windermere & Bowness practice, and working together on a shared event was seen as a good idea.
- **Action 2** (Effective means of distributing patient-facing newsletter) – The best way of sharing the newsletter is to offer it to patients via the surgery or by posting it on request, and to host it on the surgery website. Completed.
- **Action 3** (What is/isn't working around the temporary cabins) – discussed later under Section 3 (Practice Update).
- **Action 4** (Suggest good places/employers to share information on registering) – there are spaces at the Practice, so this is worth publicising. The Practice is losing a few patients (but not lots), possibly coincidental with work requirements, starting at University, moving to care homes. Some people may be waiting for the refurbishments to be completed before signing up, so patient numbers will be reviewed once these are complete.
- **Action 5** (Share details of accessing the NAPP site) – completed.

**ACTION** – set up a shared event with the Ambleside PPG (NJ).

## 3) *Practice Update*

- Dr. Ipsita Gupta is in post and is doing well. Help is also provided from other doctors within CHoC, and some shifts are covered by doctors from Lancaster University. Janette Laws is coming back after maternity leave.



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Karen on reception has taken on a team Leader role, and the Practice is now recruiting for receptionists.

- Covid and flu vaccinations are scheduled for 14/10 (Saturday), with patients able to have either or both. The current covid vaccine can address the new variant reported in the media. There is an incentive to vaccinate all eligible patients by 31/10. Storage of the vaccines in the Portakabins is a challenge but is being dealt with.

#### **4) Health Centre Improvements**

- N. Jackson provided some photos of the work in progress (attached).
- Refurbishments are over 50% complete, with a scheduled completion date of 11/12/23. Plastering is in progress, with more labour now available with work on schools having finished in time for the start of term. Pipework and the new heat pump system are being installed. New doors are scheduled for installation w/c 2/10/23.
- Contractors have been reminded of their obligations in terms of parking vehicles, to maintain spaces free for ambulances and patients.
- More heaters are on order for the Portakabins in advance of colder weather, with more doors being kept closed.
- Receptionists (N. Chapman) are having to manage booking-in manually in the absence of the screen-based system.
- More people appear to be requesting home visits to avoid visiting the Portakabins. This is being managed by N. Jackson.
- Snags are pointed out the contractors by the on-site staff as they are spotted. Laura Brough is responsible for final snagging before formal handover of the building to staff for use.
- Health and safety performance of the contractor appears to be adequate.
- Situations are being managed successfully where patients are allocated appointments in unsuitable rooms.



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- An Open Day to celebrate the opening of the newly-refurbished Practice is planned for January 2024. Ideas for attendees were put forward, including the person who originally opened the building and Tim Farron MP. Ideas for publicity were also put forward. An extra PPG meeting was suggested before the Open Day to assist with planning for this event.

**ACTION:** If required, organise an interim PPG meeting to assist with organising the Open Day in January 2024. **(NJ)**.

### 5) Patient Access

- Some PPG members can't log on to the NHS app but can log in to Patient Access successfully, and vice-versa. NJ will investigate.
- Secondary care results are still not being made visible via Patient Access, but may be available via the NHS app. This provision is still being developed.
- Some PPG members reported that test results were not accessible via Patient Access, only their interpretation by a doctor. A live demonstration at the meeting by a PPG member showed that the latest version of Patient Access showed current results and graphical trend information.

**ACTION:** Investigate why the NHS app and/or Patient Access cannot work for some patients, and why current test results are not always appearing in Patient Access. Report on findings at the next meeting. **(NJ)**.

### 6) Community Engagement

- Support will be needed for the forthcoming Open Day in January 2024. Suggestions were asked for from the PPG.

**ACTION:** Provide suggestions to NJ on groups who could assist with the Practice Open Day in January 2024 **(All)**.



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## 7) Any Other Business

- S. Lilley had volunteered to connect with the Poverty Truth Commission who presented at the last PPG meeting, but this has been passed to Windermere Town Council.

Next Meeting: **Thursday 11<sup>th</sup> January 2024, 2pm**

## 8) Summary of Actions

No.	Action	On Whom	By When
1	Set up a shared event with the Ambleside PPG	NJ	31/12/23
2	If required, organise an interim PPG meeting to assist with organising the Open Day in January 2024.	NJ	31/12/23
3	Investigate why the NHS app and/or Patient Access cannot work for some patients, and why current test results are not always appearing in Patient Access. Report on findings at the next meeting.	NJ	31/12/23
4	Provide suggestions to NJ on groups who could assist with the Practice Open Day in January 2024	All	31/12/23

## Photos of Practice refurbishment work in progress



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