

PATIENT PARTICIPATION GROUP MINUTES: 23rd January 2025

Present:

Nick Jackson (*CH – Windermere and Bowness Medical Practice Manager*)
Nicky Chapman (*CH - Windermere and Bowness Medical Practice Coordinator*)
Bethany McLaine (*Mental Health Practitioner*)
Jean Van Stipriaan (*CH - Windermere and Bowness Medical Practice Receptionist*)
Rae Cross (*PPG Deputy Chair and Meeting Chair*)
David Glass (*PPG Secretary*)
Fred Tattersall (*PPG Member*)
Sandra Lilley (*PPG Member*)
Helen Jones (*PPG Member*)
Val Garvey (*PPG Member*)
Marilyn Smith (*PPG Member*)
Tony Lonton (*Prospective PPG Member*)

Apologies:

Richard Glenister, Fee Hindley, Ali Jarvis

1) Welcomes and Introductions

- The group made its introductions for the benefit of prospective member Tony Lonton, who was welcomed.

2) *Minutes/Actions from Previous Meeting*

- Minutes from the last meeting (3/10/24) were accepted.
- Actions from the last meeting were reviewed, with findings as follows.
- **Action 1** (Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound), and how the exit can be improved for use by wheelchair users.) – The matter has been escalated within CH. A solution would have to balance higher levels of automation with security. PPG will monitor progress. Action completed.
- **Action 2** (Respond to Dr Oliver's letter attached to the agenda for the June meeting.) – responses have been received, but Dr Oliver should inform the PPG if more are required.

ACTION: Discuss with Dr Oliver the level of response to his letter dated June 2024, and whether further responses are needed (NJ).

- **Action 3** (Suggest possible CH/practice fundraising sporting events, and charities which could be supported by such an event.) – Discussion of this topic was deferred to Item 5 of the agenda.
- **Action 4** (Investigate the minimum attendance levels at PPG meetings as described in the constitution.) – RG was not present to discuss this, so the action was held open.

3) *Practice Update*

- Bethany McLaine was welcomed. She is the Practice's Mental Health practitioner, and attends the practice on Thursdays. She is employed by Lancashire and Cumbria Mental Health Trust, and covers a number of practices in the area. Her main role is assessment of patient needs, to direct them to the best sources of help within or outside of CH. She also helps with coping strategies for specific issues. Currently her work focuses on patients who are 18+, but can support GPs dealing with younger patients. Beth will be

available in the Practice waiting area on the afternoon of 6th Feb, participating in Time To Talk Day (<https://timetotalkday.co.uk/>).

- An Advanced Care Practitioner, Clare Westwood, will be starting soon. Her role will be similar to that of a GP, but with some restrictions. A new receptionist (Valerie) will also be starting soon.
- Tracey Bowman (healthcare assistant) has left, leaving a gap in cover at the back end of the week. The Practice is working to remedy this.
- The Pharmacy is back on the market, because the previous sale fell through. CH are monitoring the situation, because the performance of the Pharmacy reflects on the Practice even though the two are not connected.
- Members of the PPG raised concerns about possible future booking of appointments and triage online. CH acknowledged that there was no perfect solution, and that the traditional means of making bookings currently in place would remain in place.

4) *Patient Access*

- No discussions took place on this matter.

5) *Community Engagement*

- Hugh (a patient) enquired if there were any local groups for people with ME. Because there weren't, he set one up with the Practice's support. The Practice emailed patients who might be interested (including those with long COVID), and there was definitely interest. Two face-face meetings at the Practice have been held so far, with about 10 attendees each time. The meetings allow people to share information, feelings, frustrations etc. The next meeting is 10/2/25.

ACTION: PPG are to pass the invitation along for the ME/long COVID support group on 10/2/25 to anyone they know in a similar position.

- Any new ideas for such groups, charity events etc are welcome, so Action 3 is maintained as open.

6) Any Other Business

- Feedback from a patient was shared regarding the use of standards for treatment of high blood pressure, with different practitioners apparently using different standards. Dr. Oliver sorted out the situation, and NJ will ensure consistent standards are used in future.
- Further feedback was received from Richard Glenister about the excellent performance of the Practice and the NHS as a whole during a recent health incident. He is currently at home recovering, and all present wished him well.
- Feedback was also provided from another patient who contacted the Practice over the New Year period, but no appointments were available and there was an issue over which resource to use instead, 111 or 999. It was suggested that a few appointments per day could be kept back, but NJ reiterated that this is already done. It was also pointed out that referral to UTC at Westmorland General can be a better option than referral to A&E in Lancaster. In any case, in a life-threatening event (e.g. chest pains) a patient will always be told to call 999.

*Next Meeting: **Thursday 20th March 2025, 2pm***

7) Summary of Actions

No	Action	On Whom	By When
1	Discuss with Dr Oliver the level of response to his letter dated June 2024, and whether further responses are needed	NJ	20/3/25
2	PPG are to pass the invitation along for the ME/long COVID support group on 10/2/25 to anyone they know in a similar position.	PPG members	10/2/25

No	Action	On Whom	By When
3	Suggest possible CH/practice fundraising sporting events, and charities which could be supported by such an event.	PPG members	20/3/25
4	Investigate the minimum attendance levels at PPG meetings as described in the constitution.	RG	20/3/25