



Cumbria Health on Call

Windermere and Bowness Medical Practice

PATIENT PARTICIPATION GROUP MINUTES: 4th March 2022

Present:

Susan Blakemore (*CHoC – Chief Executive*)

Neil Margerison (*CHoC – Medical Director*)

Jane Little (*CHoC - Primary Care Development Manager*)

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

Richard Glenister (*PPG Chair*)

Rae Cross (*PPG Member*)

David Glass (*PPG Member*)

Helen Jones (*PPG Member*)

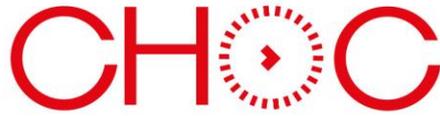
Fred Tattersall (*PPG Member*)

Jackie Truelove (*PPG Member*)

1) Welcomes and Introductions

- RG led a moment's silence in acknowledgement of the people of Ukraine.
- The group made its introductions.
- Nicky Chapman (*CHoC – Windermere and Bowness Medical Practice Coordinator*) sends apologies.

2) Minutes of Previous Meeting



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- We discussed widening the membership of our PPG.
- Floor opened for ideas, and suggestions made for inclusion in newsletter, for staff to encourage membership, and the possibility of flyers in the waiting room.
- This led to the group suggesting that staff photos would be useful in the waiting area. NJ suggested the PPG doing likewise, and this was agreed by those present.

ACTION: To coordinate staff and PPG photos for the website and waiting room **(NJ)**.

ACTION: To coordinate PPG board for waiting room **(NJ)**.

ACTION: To consider other ideas and share with each other **(All)**.

- RG mentioned the previous suggestion of a social event to celebrate CHoC taking on the contract at Windermere.
- The group agreed on a Spring event, where we could contact local groups (*Social Prescribing, Women's Institute, Brownies, CPR Trainers*). RG suggested involving groups that could help our population with signposting.

ACTION: To consider groups to invite **(All)**.

- RG asked about how extended hours were going, as they had been moved from a Wednesday to a Tuesday. JL advised that they were going well, but there had been no discernible change in effectiveness.



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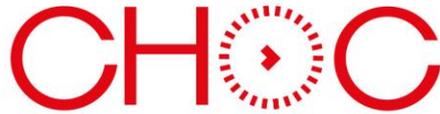
- We then looked at and discussed the recent Friends & Family Feedback for the practice, which was overwhelmingly positive.

3) Patient Access

- RG enquired about the number of patients with access, NJ will provide for inclusion in the minutes.
 - o With mobile numbers/can Text: **4585 (87%)**
 - o With email addresses/can email: **2083 (40%)**
 - o With active Online Access: **2313 (44%)**
 - With the capacity to order medication online: **2301 (44%)**

In April, the NHS App will allow full access to prospective records.

- FT mentioned the frustration around being unable to book ahead and the fact that some patients will take up a lot of reception's time – possibly causing patient in the queue missing an appt. He also offered his support to the team, and the work they do.
- NJ advised of some of the difficulties that can be cause by allowing future-booking, and that it is a balancing act in many ways.
- NM acknowledged that access can be challenging but advised that it's not a 'finished product'. We continue to work towards a hybrid approach in terms of access.
- FT also alluded to the frustrations around not always knowing *when* a call-back for a telephone consultation will be. This was acknowledged, and JL advised that providing as much info as possible at the time of



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booking can allow a greater degree of prioritisation. NM agreed that we should encourage more dialogue.

- On the subject of reception, SB noted that we're still recruiting for reception.
- It was also mentioned that our calls appear to come from Kendal. The number being 01539 742500 (*Kendal*).

ACTION: To share this fact on social media (*NJ*).

- The group asked about us turning on online booking again. We agreed to look at this for GP telephone slots. JL also discussed opening nursing appts. For access, and the challenges of this. We need to ensure the correct patients are booked, to reflect the clinician's skill-mix and timeframe.
- RG mentioned that he couldn't see pre-booked appts. On his app.

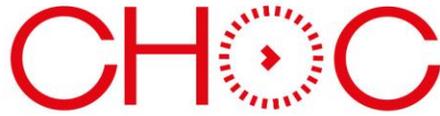
ACTION: To investigate (*NJ*).

4) *Any Other Business*

a. **Practice Newsletter-**

- Lindsay at CHoC / social media has put together a newsletter for us, using social media posts.
- RG suggested adding PPG information to this before publishing.

ACTION: To coordinate (*NJ*).



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b. Further Discussions on Group Size

- The group again discussed option to wide our group and make representative of the full spectrum of our population. NJ suggested targeting younger people who are planning a career in medicine. This would look good on their CV.

ACTION: To contact schools (Lake School suggested) **(NJ)**.

- RG mentioned the possibility of a radio advert, so people know we exist and what we do.

ACTION: To investigate **(RG)**.

- NHS Choices website mentioned, and the need to update. Was mentioned that Jackie Reddington wasn't listed.

ACTION: To investigate and update **(NJ)**.

c. Recruitment

- SB advised that we are still recruiting for GPs and discussed the need for continuity where possible. SB also mentioned the benefits of CHoC having access to a wider pool of clinicians and being able to source and 'parachute' them into Windermere when required, which is a huge positive. NM added that Windermere is very supportive of developing GPs, who may ultimately become regular/salaried GPs at the practice.
- JL updated the group on current staff members, including people like Pam Bruce who whilst isn't physically at the practice, offers remote long term conditions support.



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- JL also explained who Primary Care Networks (PCNs) work, and how PCNs work together to provide services, and share ideas.

d. CHoC General Practice Update

- SB advised that CHoC had widened their portfolio and are managing a further practice in Alston.

Article here: <https://www.chocLtd.co.uk/message-of-the-week/>

e. PPG Constitution

- RG appraised the group on tweaks to the PPG constitution. This included the amending of Nicky's role, and the uniform use of Windermere and Bowness Medical Practice PPG as the name. These changes were agreed.
- RG also advised that he still appreciate retaining Nicky's involvement with the group.
- Nicky will continue to be a Committee Member.

f. Flu Campaign 2022/2023

- JL updated the group on this year's flu campaign, and how we'll be striving to deliver vaccines to as many of our patients as possible. We purchase the vaccines, so we want to ensure we remain competitive with other provides (such as local pharmacies).
- The group offered their support with this.

ACTION: To keep the PPG updated (**NJ**).

g. Premises



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- RG asked for a premises update from SB. SB advised that we are still in a position where CHoC don't own the building outright and are still working with the current building owners to ensure compliance. CHoC is considering options and acknowledge that currently the staff and patients of Windermere deserve better premises.

h. COVID Vaccination Campaign

- RG asked about COVID recalls. Updated that we're currently vaccinating Immunosuppressed patients with 4th dose/2nd Boosters.
- JL advised that we will recall patients appropriately. Will be booking 75+ patients again in May time.

*Next Meeting: **Thursday 16th June, 14:00***