



Cumbria Health on Call

Windermere and Bowness Medical Practice

PATIENT PARTICIPATION GROUP MINUTES: 29th September 2022

Present:

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

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

Laura Brough (*CHoC – Estates and Facilities*)

Richard Glenister (*PPG Chair*)

David Glass (*PPG Secretary*)

Helen Jones (*PPG Member*)

Fred Tattersall (*PPG Member*)

Rae Cross (*PPG Member*)

Sandra Lilley (*PPG Member*)

Fee Hindley (*PPG Member*)

Apologies:

Karen Humphries (*PPG Member*)

Ali Jarvis (*PPG Member*)

1) Welcomes and Introductions

- A short remembrance was held for Her Late Majesty Queen Elizabeth II.
- The group made its introductions.



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2) *Minutes/Actions from Previous Meeting*

- A poster stating the availability of GPs has been posted on Facebook. The poster is to be circulated more widely, including on the practice noticeboard.
- Leaflets for Lakeland Disability were distributed at the open day on 14/9/22.
- A PPG network amongst the practices operated by CHoC will be set up in the near future.

ACTION: Circulate GP availability poster to wider audience **(NJ)**.

ACTION: Report on the setup of a PPG network across CHoC practices at the next PPG meeting **(NJ)**.

3) *Practice Update*

- Two new GPs are available to the practice (Ekene Onwuachusim, Emanuel Agbarakwe), along with a new practice nurse (Gail Newton).
- Two trainees are being recruited for Advanced Nurse Practitioner (ANP) roles
- Michelle's last day at the practice is Friday.
- Ken Clarke has been appointed as PCN, providing mental health support.
- An asthma/COPD clinic has been set up.
- A project to address patients who are long-term users of opiates is underway.
- Online appointments can now be made and viewed. Female staff are now apparent when booking online.
- Overall, the practice is in a good position for GP availability. The next challenge is to recruit specialist nurses to manage chronic diseases (diabetes, asthma etc.).



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- Steps are being taken to reduce the environmental footprint of practice activities, e.g. use of low-CO₂ inhalers.
- The practice has been busy organising COVID-19 and flu vaccinations, with extended hours (“enhanced access”) for clinics.
- NJ was grateful to all who supported the practice during its open day on 14/9/22. This was considered to be a success, with new PPG members recruited and the chance to speak to people directly about the practice. Further such open days will be considered, any may include social functions.

ACTION: Share a schedule of extended hours operations with the PPG (NJ).

4) Health Centre Improvements

- LB gave an update on the plans to refurbish the health centre building.
- Plans include new windows, heat pump-based heating, improved hot water system, new floors, thorough redecoration, new electrical wiring, air conditioning for reception and associated offices, and re-designed car park and access ramps. Overall, a thorough overhaul of the building for use as a medical facility in the 21st century.
- No full closures of the building are planned, but Portakabins could be used if this becomes necessary (this would actually shorten the duration of the work).
- The tender for the work is nearly approved, and work could start as early as the end of 2022. However, starting in early 2023 may be beneficial. A duration of 8 – 12 weeks is expected.
- The concept of ensuring work for local contractors was raised, and is seen as a good idea.

ACTION: Distribute the latest building refurbishment plans to the PPG (NJ/LB).



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ACTION: Consider how to maximise the number of local contractors used on the building refurbishment project. Report at the next PPG meeting. (NJ/LB).

5) Patient Access

- NJ Updated the group on Access figures:
 - With mobile numbers/can Text: 4427 (86%)
 - With email addresses/can email: 2341 (46%)
 - With active Online Access: 2433 (47%)
 - With the capacity to order medication online: 2422 (99% of above)

- The MyGP app will cease to operate for the practice on 30/9/22. The NHS and Patient Access apps will provide all necessary functions, and MyGP users have been/will be informed of the need to switch to the NHS app e.g. by text or social media. It was emphasised that the app will never replace telephones as a means of contact, and both methods will remain in use.

6) Community Engagement

- NJ is considering further ideas for community engagement. These events could be social and/or educational, and should be publicised among local groups. Local press can be engaged, e.g. for the opening of the refurbished building. Youth organisations could be interested, especially if their members can get qualifications (e.g. badges) for participation.
- NJ stated that a newsletter has not yet been produced, because of the change in app provider. However it will be done.



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ACTION: Complete and circulate a practice newsletter (**NJ**).

7) Any Other Business

- NJ took photos of new panel members present for use on the website and the noticeboard.
- The Fir Trees guest house, on the other side of Lake Road to the practice, was suggested for a possible long-term contract to provide rooms for visiting staff. This would provide continuity for staff, with the possibility of reduced rates.
- HJ pointed out that when she contacted the practice expecting a telephone appointment, a face-to-face appointment was offered. This is a sign of improvement at the practice.
- The practice has applied for accreditation in the care of veterans, but this needs driving forward (e.g. training, resources).
- It was agreed amongst the PPG members present that email addresses could be broadcast to other PPG members, so there is no further need to use blind copying for emails.

ACTION: Report on progress on accreditation for care of veterans at the next PPG meeting (**NJ**).

Next Meeting: Thursday 12th January 2023, 2pm

8) Summary of Actions

No.	Action	On Whom	By When
1	Circulate GP availability poster to wider audience	NJ	31/12/22
2	Report on the setup of a PPG network across CHoC practices at the next PPG meeting	NJ	Next PPG Meeting
3	Share a schedule of extended hours operations with the PPG	NJ	31/10/22
4	Distribute the latest building refurbishment plans to the PPG	NJ/LB	31/10/22





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No.	Action	On Whom	By When
5	Consider how to maximise the number of local contractors used on the building refurbishment project. Report at the next PPG meeting.	NJ/LB	Next PPG meeting
6	Complete and circulate a practice newsletter	NJ	30/11/22
7	Report on progress on accreditation for care of veterans at the next PPG meeting	NJ	Next PPG meeting

