



Cumbria Health on Call

*Windermere and Bowness Medical Practice*

## **PATIENT PARTICIPATION GROUP MINUTES: 25<sup>th</sup> January 2024**

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*Present:*

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

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

Rowena Morley (*CHoC – Health/Wellbeing Coach*)

Richard Glenister (*PPG Chair*)

Rae Cross (*PPG Vice Chair*)

David Glass (*PPG Secretary*)

Fred Tattersall (*PPG Member*)

Sandra Lilley (*PPG Member*)

Val Garvey (*PPG Member*)

Helen Jones (*PPG Member*)

*Apologies:*

Fee Hindley (*PPG Member*)

Ali Jarvis (*PPG member*)

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

- The group made its introductions.



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

- Acceptance of minutes from the last meeting (28/9/23) was proposed, and seconded. The minutes were accepted.
- Actions from the last meeting were reviewed, with findings as follows.
- **Action 1** (Set up a shared event with the Ambleside PPG) – the setting up of the Ambleside PPG is still in its early stages, and their chair will raise this topic with the rest of the PPG. This action is therefore ongoing. The idea of sending representatives to each other's meetings was raised, and this was felt to be a good idea.

**ACTION:** Discuss the concept of sending a representative of Windermere and Bowness PPG meetings with the Ambleside practice (NJ).

- **Action 2** (interim PPG meeting to assist with organising the Open Day) – discussion of this topic was deferred until later in the meeting.
- **Action 3** (Investigate why the NHS app and/or Patient Access cannot work for some patients) – the NHS app has recently been updated, and the changes may improve its performance for patients of the practice. Further feedback will indicate if the new NHS app is working. The Patient Access app still works.
- **Action 4** (Provide suggestions to NJ on groups who could assist with the Practice Open Day in January 2024) – discussed later in the meeting.

## 3) *Annual General Meeting (AGM)*

- The Chairperson's report is attached as a separate document.
- The PPG requested that Richard Glenister remains as Chair, Rae Cross remains as Vice Chair and David Glass remains as Secretary. All accepted.



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- Membership of the PPG is at a good level, and was boosted as a result of the Practice Open Day in 2022. Having a wheelchair user on the PPG provides especially useful feedback.

#### **4) Practice Update**

- Two new receptionists are available.
- GP resources are provided mostly by part-time GPs and some cover from other CHoC practices, with no full-time GPs at the practice. This is acknowledged by the PPG as fine for patients with one-off conditions, but the lack of continuity is more challenging for patients with ongoing conditions.
- A stable nursing team is in place, who provide phlebotomy services so no dedicated phlebotomist is needed. Advanced Nurse Practitioners are not common in CHoC at present, with only two in post (at this practice).
- A Health and Wellbeing Coach is now available, covering this practice and Ambleside. This role assists with all lifestyle-related conditions, and has a very wide-ranging remit.

#### **5) Health Centre Improvements**

- The refurbishment of the practice is essentially complete, and the new building is operational.
- Positive feedback on the disabled toilets within the refurbished practice was given by the PPG's wheelchair user.
- A PPG member observed another patient having difficulty understanding how the non-contact exit switch from the secure area operates. There is no feedback on whether it has unlocked the door (e.g. beep, light or both).



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**ACTION:** Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound) **(NJ)**.

- The planned open day to celebrate the completion of the project has been delayed to March/April, to make use of better weather and maybe allow outside events. Laura Brough, responsible for this project, and her team are also busy with work on CHOc's head office in Carlisle so a delay would allow their participation.
- An extraordinary PPG meeting will be called if necessary, to assist in planning for this significant event.
- Ideas are still sought for activities to be run at the Open Day.

**ACTION:** Pass ideas for activities for the Open Day to NJ for consideration **(All)**.

## 6) Patient Access

- Discussed under Item 2 above (Action 2).

## 7) Community Engagement

- It is acknowledged that the practice needs to be more proactive in attracting new patients within its catchment area. Its role in dealing with "walk-ins" (e.g. visitors to the area) is recognised as part of its activities. The range of services available to visitors is being publicised in local hotels, following an incident where lack of this knowledge led to the family of an injured young visitor delaying essential treatment because of fear of cost.



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## 8) Any Other Business

- None.

Next Meeting: **Thursday 21<sup>st</sup> March 2024, 2pm**

## 9) Summary of Actions

No.	Action	On Whom	By When
1	Discuss the concept of sending a representative to Windermere and Bowness PPG meetings with the Ambleside practice (NJ).	NJ	21/3/24
2	Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound)	NJ	21/3/24
3	Pass ideas for activities for the Open Day to NJ for consideration	All	ASAP



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## **Chairperson's Report for the AGM**

We are a bit adrift on the timing holding this AGM, the last meeting when Officers were elected or reappointed was on 12th June 2022. The Constitution states:

“The PPG will set its own frequency of meetings: quarterly or as required with an Annual General Meeting (AGM) held on or soon after 1st April at which officers will be elected.”

The last 6 PPG Meetings have been held on:

28th September 2023  
2nd March 2023<sup>1</sup>  
29th September 2022<sup>2</sup>  
16th June 2022<sup>3</sup>  
4th March 2022  
10th September 2021<sup>4</sup>

<sup>1</sup>The Practice reported a “Good” COQC assessment

<sup>2</sup>This followed the successful Open Day on Wednesday 14th September 2022 which resulted in new members joining.

<sup>3</sup>Notionally considered as the last AGM. David appointed as Secretary (post held for 2 years). PPG Ground Rules were agreed.

<sup>4</sup>The PPG Constitution agreed, slightly “tweaked” at the 4th March meeting to include Nicki.

There was a flurry of an attempt to form an “Alston, Glenridding and Windermere PPG Network” during June 2022. Initially a face to face meeting was planned here at the Ladyholme, then virtual meetings by either Teams or Google Meet. However, although one virtual meeting almost got off the ground some participants were either unable to attend or had log in difficulties. The concept was for sharing ideas.

These meetings have not been further pursued but a closer liaison with Ambleside PPG has been suggested now they have joined the CHOC flock.

The major milestone was the recent refurbishment of the building, which remarkably held to schedule (and hopefully cost). The Practice and the Contractors should be congratulated, especially as difficulties compounded by improvements being undertaken at the same time by the school sharing the same access. No doubt this will be fully reported at Agenda item 4.



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The PPG offered assistance at “signposting” for patients but it turned out to be unnecessary. I had full intentions of attending on the first day but “chickened out” because of the dreadful weather.

As a group I think we have been kept well informed by the Practice, also briefings from other stakeholders including the CHOC Estates and Facilities Co-Ordinator.. I hope that as a group that we have in some way contributed to the efficient service the Practice provides.

On a personal note as a patient I have no complaints and speaking to relatives in other parts of the Country I appreciate how lucky we are. In fact on 13th December I telephoned the surgery at 8.30 and had timed it right as 1st in the queue. Lizzy gave me an appointment at 9.00 am with Dr Ipsita Guha, so had to get my skates on. Not a long wait in the super refurbished surgery, then back home with necessary antibiotics taking the first one within 45 minutes of finishing the phone call to the surgery.

Unfortunately I missed attending (virtually) the N.A.P.P. AGM this year. The Minutes are available on their website.

I am content, if elected, to continue as the PPG Chairperson. However, as I have held the post since the PPG was formed, pre CHOC and One Medical Group involvement, it would be fitting for somebody else to take over.

