

## Minutes of Pickering Medical Practice PPG 29.09.23

Present – NP (Chair), CD, PC, SD, AB, DP, SG

Apologies: TS, JF, HS, JG

### 1. Minutes of Previous Meetings:

- The minutes of the two previous meetings were approved.
- Members were reminded of the new agreed procedure for the team to feedback comments etc on the Minutes to the Chair.
- It was agreed that Minutes be in a bullet-point format. **Action: CD**

### 2. Matters Arising

- There were no matters arising apart from items on the agenda

### 3. Election of Officers

- The positions of Vice Chair, Minute Secretary (from 1/1/24) and Deputy Minute Secretary are vacant.
- CD has volunteered to be Deputy Minute Secretary from 1/1/24
- There were no nominations or volunteers for The Vice Chair and Minute Secretary roles.
- Members were asked to contact the Chair before the next meeting if they wished to take on either role.
- Letter of thanks to be sent to TS for his years of service as Vice Chair. **Action: Chair**

### 4. Chairs Report

#### a. Last 12 Months

- PPG promoted widely in the town to improve knowledge of what we are and what we do
- Medical Practice open afternoon
- Visual communication in the Memorial Hall, churches and medical centre
- Presentations to Rotary Club and WI
- Membership of NAP (Chair)
- Supporting the Practice on vaccination days

#### b. Direction of the Group

- Try to move away from just being a talking group.
- Do new and different things – flu clinic, open day etc
- Think ahead about the things we could do linked to what SG wants from the PPG

### 5. Practice Update

- 800 patients were vaccinated on 28/9.
- Flu clinic was supported by members of the PPG
- SG to confirm next flu clinic on 18/10.
- Signage on the day had not been adequate and will be actioned
- The yellow and black tape originally erected in front of the reception desk has been removed as unwelcoming to patients.
- A member asked if patients can request both Covid and Flu vaccines at the same time. SG confirmed this will be available at the next clinic.
- The Practice has no control over the volume of vaccinations supplied.
- A message has been sent to some patients, NOT from the Practice, which has been discovered to be a scam.
- A new tool-kit has been implemented to support receptionists to direct patients to the correct practitioner
- At the next meeting a demonstration of this tool-kit will be given to the PPG
- Trialling of the new Urgent Care Team will start on 3/10. If successful this will be available five days per week at Pickering Medical Practice. Pickering will be the Ryedale Hub, Terrington will be the South Hambleton Hub

### 6. Staff Update

- Dr Coppack is retiring at the end of January 2024.
- Strategic meeting will be held on 3/10 to discuss his replacement.
- The Practice currently has 10 GPs – 4 GP partners and 4 salaried GPs plus two trainee GPs in their final year.
- Jane Aconley, Nurse Practitioner, has retired. She has been replaced by Natalie Meehan three days per week. Natalie will be working three days to replace Jane's two days and Helen Miller one day as Helen has reduced her working week to two days.
- The Practice has recruited a new Reception/Business Support person and an apprentice who will answer early morning telephone calls and work on administration in the afternoon. An additional administration person has been recruited and has already started.

## 7. Social Prescriber

- Lisa Robertson joined the meeting via Teams.
- Lisa is a social prescriber and the non-clinical team leader for the Personalised Care Team.
- PCT is made up of care coordinators, social prescribing, occupational therapists, and health and well-being coaches.
- They are there to help patients with what is important to them in terms of their well-being.
- It is a non-clinical team and addresses non-medical factors that are impacting patients.
- They also work with district nursing and mental health practitioners.
- An example of the service provided is where a patient has been discharged from primary care into the community. The PCT will help determine the support services they need.
- The Chair questioned whether a patient who may benefit from sports activity participation but are suffering from, say, mental health problems, can be signposted towards the activity. LR said that appropriate advice would be given to meet the patient's need. The PCT could not promote any for-profit business but can advise that, for example, Pilates classes are provided locally by a list of businesses/organisations.

## 8. Patient Concerns:

- Concern had been expressed by a patient who was given an appointment while the Practice gates are closed at lunchtime. Since resolved.

## 9. Health Promotion:

- No discussion

## 10. Ideas

### a. 1<sup>st</sup> Aid Training:

- Health Centre not certified as first aid trainers.
- PPG can sponsor the delivery of training.
- Defibrillators. Idea on a talk on how to use the defibrillators in Pickering. Only one is outside a building. Put the location of defibrillators on Notice Boards.
- Chair to determine how training can be done. **Action: Chair**

### b. The idea Flu Day:

- Organise support for 18<sup>th</sup> October vaccination day. **Action: Chair**

## 11. PPG Cabinet:

- The Chair said that this will be funded by the Rotary Club, and that he had given a talk to them about the work of the PPG.
- SG suggested the cabinet be used to display a list of the defibrillator sites in Pickering, PPG Minutes etc. Will be erected on the outside of the building near the sign for Sexual Health.

## 12. Inviting New People

- No discussion

## 13. Social Get Together

- The idea of a get-together between meetings for the Team has been raised by a member. No decision.

## 14. A.O.B:

- The Chair will attend the next meeting of the Derwent Practice PPG to observe the content of their meetings.
- Dr Alastair Faulkner, Ryedale Governor of NHS York and Scarborough Trust
  - He has a remit to attend PPG meetings at all Ryedale medical practices.
  - He takes back issues to the Trust and brings information from the Trust on health matters which may be of benefit to patients and the practice.
  - The Chair expressed a desire to link into this.
- SG said that attendance of a GP at PPG meetings could be achieved by inviting one of the trainee GPs.
- The Chair said that of the seven Practices within the Ryedale primary care network, Pickering practice is the only one with a proper PPG.

## 15. Date of Next Meeting:

- November 16<sup>th</sup> 2023
- Next meeting to decide on dates for 2024 meetings

12<sup>th</sup> October 2023