

## **PPG Thursday 14<sup>th</sup> Nov 2024.**

### **Present**

**NP Chair, SD, HS minutes, CB, JF, DF, DP.**

### **Apologies.**

**AB, NS, HS, PC, DB JF**

## **Agenda**

### **NP welcomed a new member CB**

#### **1. Minutes from 19<sup>th</sup> Sept meeting.**

Minutes agreed.

#### **2. Matters arising**

##### **5b) Willow Court**

Discussed Strength and Balance meetings for frail people, SG confirmed the surgery is unable to provide a physiotherapist to attend the meeting. NP to seek alternatives the possibility of North Yorkshire Sport and to provide contacts to support the sessions.

##### **b) Hospital bloods**

Surgeries in Ryedale are struggling to take blood for testing on behalf of hospitals however Pickering will provide this service, where they can. If a hospital requests blood tests patients can walk into Malton Hospital with a request form on Tuesdays, Wednesdays, and Thursdays 9am to 3pm. Pickering surgery can provide a request form if required.

##### **7d) TV information**

The meeting discussed the content shown on the TV screen in the waiting room. Only not-for-profit charities can advertise their services on the screens. Current medical issues are included on an hour program rotation. These included subjects such as respiratory, breast feeding, mental health issues the content is regularly updated.

#### **3. Practice and Staff updates.**

A Health Care Assistant (HCA) post to be advertised due to the present. NA taking leave to study.

The practice has 3 full time GP partners.  
6 Salary GPs  
2 GP Registrars currently and 3 in total in January.

### **Automatic Doors**

Update on automatic door at the south wing, funding request has been submitted to NHS England, the surgery if successful will be required to contribute. The local elected members could also be approached for assistance.

The South entrance already has a ramp therefore is the best option for automatic doors. This will ensure good disable access.

### **4. 2025 speakers.**

Ideas to be considered for next year's meetings. E.G. Men Cap JF to provide a contact, M.S. Society, Ryedale Carers other ideas will be welcome.

### **5. PCN Pilot –funding.**

SHaR PCN has been awarded additional funding for 2 years. The money is to provide funding for projects to source staff to look at projects and establish criteria for the projects. It cannot pay for permanent staff however the work may extend contracts if the revenue is established to fund ongoing posts.

### **6. Primary Care Network (PCN) PPG'S meetings.**

There are 7 medical practices in our PCN, 6 of these have PPGs. NP has attended other meetings, they have been looking at the function of the groups, the aim of the PPG is to support the practices.

### **7. 1<sup>st</sup> aid training for young children.**

Yorkshire Ambulance Service provided free training for first aid, choking in children, CPR and how to use de-fib equipment, the groups are limited to 25.

Discussions took place how to promote local groups E.G. playgroups, not everyone has smart phones, therefore Face book and other social media platforms are not reaching all people. Alternative methods included notice boards which are in many places in Pickering and should be used.

## **8. Patients concerns.**

### **Annual Medication review via TXT**

Concerns were raised at patients receiving text messages requesting clicking on a link to provide medical information. As there is much concern regarding scam messages these are not being used. SG reassured the group these messages genuine and the link safe to use. It was suggested e/mail may be a better way to request the information. However, if the text messages are not responded to the surgery will follow up with a letter. Telephone requests are still taken over the phone by Pickering surgery. Many other surgeries have stopped offering this service.

### **Missed appointments.**

The statistics and cost of missed appointments are recorded on the website, 184 in August, October was 344, the increased maybe due to patients attending other flu clinics and failing to cancel their appointment at the surgery.

Discussion regarding surgeries running late, SG told the group this is rare however if a clinician is running the patient should be informed.

The surgery will consider the feasibility of sending text messages reminders of up-and-coming appointments.

## **9. A.O.B.**

A health kiosk is to be installed for patients to check their own blood pressure. It will be situated near to the bookcase in the waiting room. The machine will be calibrated annually.

JF informed the group of the provision for recycling medical equipment.

The surgery are unable take used equipment that has not been provided by them.

## **10. Next meetings for 2025 Thursdays at 2pm.**

16<sup>th</sup> Jan

20<sup>th</sup> Mar

15<sup>th</sup> May

17<sup>th</sup> July

18<sup>th</sup> Sept AGM

20<sup>th</sup> Nov

