

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on 23rd June 2022 @ 4pm

Present: A Kemshell., Rebecca Clegg, Liz Walker, Lynne Froude, Sandra Cutting, Andrea Jarrett

Apologies:

	Minutes of Last Meeting	
	<p>Introductions around the room. This is the first face to face meeting since the start of the pandemic, all agreed that it was nice to be involved in a face to face meeting rather than on Microsoft Teams.</p> <p><u>Staff update</u></p> <p>GP Simon McGraw is now in place in practice and running clinics. SC commented that he is very good at injections as she came in for an appointment yesterday with him. Julia Baldwin GP also returns to the practice next week.</p> <p>New receptionist Shona Ward started last week, she is new to General Practice but has many years of experience in the NHS. Zellda and Allison will be starting shortly in reception both have general practice experience. Maya is going on Maternity leave at the end of the beginning of August, her baby is due in September. Liz Walker has joined as Operations Manager, she has come from private practice, is new to general practice and has experience in managing teams. Hayley has moved onto pastures new, working in business and admin at a construction firm. Marina our apprentice in reception will be replacing Hayley within the Admin team. Marina is fluent in Russian and has been extremely helpful when interpreting when required in clinic.</p> <p>Through our Primary Care Network of 4 Practices, we have access to additional staff. Rosy is our new Mental Health Practitioner, she started here last week and we have the opportunity to book patients in for stress, anxiety and depression. Rosy's clinics run initially Weds – Friday but will increase in due course. We have also introduced a Health and Wellbeing Coach to the practice, her name is Donna Barber, she is there to support, educate and motivate patients to take a more active role in their own health and</p>	

physical wellbeing, and make positive and confident behavioural changes. Donna provides lifestyle support to patients including weight management, smoking cessation and day to day help and support. The reception team can book direct into her clinic as and when required. The Health and Wellbeing coaches have set up a coffee morning every 1st Tuesday of the month @ St Giles church. We have advertised this through text messages and our social media pages. We are looking at ways that this can also be displayed in our reception areas.

Building update

Discussion regarding the new seminar room.

Ongoing issues still with the carpets as we do not feel they are fit for the amount of footfall. We are currently in talks with the manufacturer and hopefully will be able to update further at the next PPG meeting

We have 4 new registrars (explanation into registrars) starting in practice in August, the new rooms created are now being utilised on a regular basis, we are looking at space to where they can be accommodated.

Appointments and Reception

Patients now have some choice and can be booked into a telephone or face to face appointments. We now have more routine appointments available with our GP's & ACPs/ANPs.. It does feel more back to normal, however we are aware that more routine appointments are needed.

We need to look at possible changes to our online booking service. At the moment we are keeping the online appointments limited as mistakes keep happening and patients are booking into the incorrect clinics. This is under review.

Sick notes can now be sent out to patient's phones via text or email making this easier for patients.

ACPs can now carry out ward rounds each week at our local care homes, Carleton Court and Priory Gardens. These can also be carried out remotely via video calls.

Covid response

The red room is still available and is in use for covid and asthma/oxygen checks plus children who have a cough or temperature.

Although the guidance has changed we have made the decision to carry on wearing masks in practice which we think is the safer option

	<p>particularly with the rise in covid positive patients recently. Staff would still need to isolate should they test positive.</p> <p><u>A.O.B</u></p> <p>We are looking into an online survey, possibly through survey monkey which is a useful tool in which information can be collated with regards to the practice and fed back. There was a suggestion for both online and paper copies on reception should this be required</p> <p>Grab a jab is an online service which advises of any walk in services for vaccines and boosters in your area. You can do this by entering 'grab a jab' into google, it will bring up the details on the NHS site.</p> <p>We are also looking at a new cloud based phone system, more functionality on queue position, there will be no engaged tone so patients are aware they are in a queue and waiting and they can advise where patients will be based in the queue. This will offer Northgate a better understanding on the amount of patients waiting, length of time waiting, busiest and quieter time to call, which means staffing rota's can then be adjusted according to the results.</p>	
	<p><u>Date of Next Meeting 29th September @ 4pm</u></p>	