

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on Thursday 27th April 2023

Present: A Kemshell, C Barter, L Walker, C Pearce , R Schule, S Eccles, , A Jarett, L Froude

Apologies:

	Minutes of Last Meeting	
	<p><u>Staff update</u></p> <p>Dr Wong will be back from maternity in July, she will be working one day per week.</p> <p>Maya – Reception Supervisor will be back from maternity leave in June, returning on 3 days per week. Shona (reception) has now left to go work at the hospital.</p> <p>Terri – (reception) will be leaving on the 23rd of May, she will be joining an office supplies company and will be more admin based. We currently have 5 trainees; Ade is leaving in August.</p> <p><u>Building update</u></p> <p>A carpet replacement has been confirmed, waiting on confirmation of when that will be.</p> <p>We have had a couple of builders in to estimate costs. We are looking at the small waiting area being changed into a clinical room and to assess the area in the attic, there is actual space however there are no supportive beams and metal work for the flooring. We do require further quotes and do have another builder due out to evaluate. We are waiting for NHS England to go ahead with funding for the practice to be extended. Our patient figures have increased by approx. 250 patients since our last meeting so the number of patients registering is increasing rapidly, there is no reason why this cannot be approved. We are looking at utilizing the space in the attic for all administration teams and practice management creating the space of the ground and 1st floor for more clinical rooms. Adding the 3 rooms at the previous build is not enough to cover the number of patients now registering.</p>	

Patient survey

Patient survey – A new Patient Survey using Microsoft in place of Survey Monkey was sent out in December with 216 responses. This was sent out via text message to patients who had visited the practice within a two-week period. The form is easier to create and process and it is possible to adapt the questions where we feel is appropriate. Overall, the needs of the patients were met, and the feedback was positive.

Patch's – Reception pick up all the Patch's messages feedback to patients or distribute to the relevant team member.

- On Call
- Reception
- Results
- Admin
- Secretaries
- Prescriptions
- Pharmacists
- Nurses

How is it working for you? One patient had confirmed that they use it and it is helpful and others have not tried as yet or do not want to try and prefer calling or visiting the practice.

Flu clinics

We will be planning the Flu Clinics shortly; they will start in September. We are expecting 6 clinicians to carry out the vaccines. PPG members have offered to help with the patients in reception on a Saturday morning. We are planning mixed clinics for both under and over 65s. The previous years have worked well with appointments 3 minutes apart and one-way system in the practice.

A.O.B

Agenda for next meeting

Staff

Patch's

Further up dates

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	<p><u>Date of Next Meeting</u></p> <p>Thursday 29th June @ 4pm</p>	
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