

# Northgate Surgery Patient Participation Meeting

## **Minutes of Practice Meeting held on Thursday 7<sup>th</sup> December 2023**

**Present:** A Kemshell, C Barter , L Walker, L Froud, C Eades, A Jarratt, S Eccles

## **Minutes of Last Meeting**

### **Staffing Update**

#### **Reception**

**Alison and Vanessa have now left the practice. We have two new starters. Ellie, who will be starting full-time on the 19th December. She has experience working in reception at GP Practice.**

**Sharon is part time and has NHS admin experience working in a hospital environment.**

**Aimee Byrne who worked as our Results Clerk has now left the practice and is going to work as a Secretary at Methley Park Hospital.**

#### **Administration**

**Aimee who worked as our Results Clerk has now left the practice and is going to work as a Secretary at Methley Park Hospital.**

**Mia is one of our receptionists and will be taking on the role of Results & Prescriptions as part of her apprenticeship.**

**Emma is also new to practice and will be working with Results and Prescriptions team. Emma has 26 years' experience in GP Practice and is doing well.**

**Emily, who works in Prescriptions and supports the work with the clinical Rota, will be developing her role further and will no longer work with the Prescriptions team from January. Emily will deal with more aspects of the clinical Rota and work alongside payroll to support them.**

**Karen Mattison Medical Secretary has now retired.**

#### **Management**

**Rebecca Practice Manager is pregnant and expecting her first baby in April. All will depend on how Rebecca is, to when she will finish and return from Maternity leave.**

**Charlotte – Deputy Practice Manager will take on Rebecca's role while she is on Maternity leave. Charlotte will be supported by Liz, Emily, and Leanne.**

#### **Nursing**

Chloe has joined the practice; she is on a one-year VTS training, specifically for newly qualified nurses who want a career in General Practice.

### Practice Update

The building work in the smaller waiting area upstairs is now complete, and Room 19B is available, which is a significant help to the practice. This room is specifically utilized by one of our Registrars who has partial hearing, due to this being in a quieter area of the practice any noise made does not impact on her consultations in clinic.

The wall in the car park is still down and has yet to be repaired, for safety measures we have notices and barriers around this area to prevent patients from parking. We do not have confirmation yet of when this will be repaired.

The Covid and Flu clinics ran well, however there were many DNAs. It could have been that patients had their vaccinations elsewhere and had forgotten to cancel for the day. A text reminder was sent to patients the day before the clinic. We are looking into what we can do differently to help next year.

### Registrations

New patient registrations are again on the up, particularly the number of patients registering online, most recently we received a request for 20 new patients across 3 days.

### Patches

We have had an increase in patients registering for Patches and around half of the patients registered have also signed up to Patches. CE mentioned that she had used Patches and did find it useful. The only issue she had was she did not receive a response to say her appointment had been cancelled. The problem is now resolved but we will look into why this may have happened. *LW also to find out what PATCHS stands for.*

### Clothing bank

Leanne and Nadine did a brilliant job with a suggestion about donating to the clothing Bank. We are proud to say as a Practice, 37 pairs of new children's pyjamas were kindly donated to ensure that children have a present to open on Christmas morning. The PPG would like to help

**next year and has suggested Easter Eggs, which sounds like a good idea. We will look into this for next year.**

**NEXT MEETING – Thursday 7<sup>th</sup> March 2024 @4pm.**