

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on 13th June @ 4pm

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

Apologies:

Minutes of Last Meeting	
<p><u>Practice list size</u></p> <p>The current list size is 14, 853 which is an increase of 173 patients since our last meeting in March. We have noticed that the patients are not always new to the area but are looking for a change in GPs, one explanation could be that they have possibly visited the practice using the out of hours services and have had a positive experience. We also discussed the accessibility of appointments on the day and being able to book the appointments over the phone rather than through Patches.</p> <p><u>Staffing update</u></p> <p>Admin team leader, Debbie has now left the Practice in a different role for Wakefield practices. Carol-Ann has taken over her role as our Admin Team-Leader and Rachael will be supporting her as our Admin Deputy.</p> <p>Enna has joined the admin team on full time hours, she has 4 years' experience in GP Practice and is picking the work up quickly which is really positive.</p> <p>There has been new starters and leavers in the reception team. Ashleigh has left to work on reception at Friarwood Surgery. Sharon started with us a couple of months ago and has a great telephone manner and is very empathetic with patients. Louise joined us last week; she has no experience in GP practice but has a background in admin & reception roles with good people skills.</p> <p>We are looking into why there is a high turnover of staff in the reception team, it can be a difficult job role, there is a lot to learn and can be much more than is expected.</p> <p>Positive feedback for Chloe from one of the PPG members has said was lovely when she saw her in clinic. Chloe is a qualified nurse; however, she is currently training to be a practice nurse.</p> <p>Positive feedback for Nadine who is good at her job and is always so helpful.</p>	<p>Liz to add to staff nominations document for both Chloe and Nadine</p>

Practice Wellbeing

The practice Wellbeing days are still ongoing and very popular, it is good to see the team building involved. Last month we held a curry day which was cooked by our Registrar Beenish, this was part of her training for Leadership, she did a great job and we all enjoyed it.

We will be holding an indoor BBQ to celebrate the Euros in June and July will be a Wimbledon theme with scones, jam and cream and strawberries and cream.

Buildings update

We now have bollards fitted on the doctors' spaces in the car park, this is to ensure the doctors and doctors who need to leave for home visits have availability to park. This seems to be working well and can already see a difference.

We have contacted assurer who own the building to discuss and push on a rebuild of the wall between the gym and the practice, we do have concerns for safety of others around this area. We will update you at the next meeting.

Flu Clinics

We are hoping to start the flu clinics again in September. There are talks of trialing a joint vaccination for both covid and flu, this I can imagine will not be in place for a good few year.

We are looking at possibly Saturday and Sundays in September with the first clinic running in the first weekend in September either Saturday or Sunday.

3 PPG members have offered to help.

NHS Digital

We have had the NHS digital team in practice to help promote the NHS login, the practice has the lowest number of users signed up to the NHS app in our PCN. The NHS digital team will be able to show patients how to sign up and provide a demonstration on how to set and access the NHS app. There will be further visits in practice. Charlotte and Liz showed some of the PPG members how to access Patchs and the NHS app. We will arrange for the NHS digital team to attend at the next meeting.

PCN to neighbourhood

There will be a new move shortly whereby the PCN team should evolve into integrated neighborhood teams enabling the Primary and

Liz to send a request out to the PPG group to see if anyone is keen to volunteer at the flu clinics.

Liz to send an email to HP NHS digital team to advise of the next meeting.

	<p>Secondary Care services to work together and support each other. There will be further updates on this in our next meeting.</p> <p>There is also talk of a PCN PPG group – would anyone be interested in joining a collective group? We feel this would be useful for us to see how other their meetings are run and is it informative.</p> <p>DNA Currently our DNA rates are high, last month we had 249 patients DNA their appointments which impacts massively on the practice capacity and the utilisation, there will be a new project to help reduce the amount of missed appointments in surgery and we will update with this at our next meeting</p>	<p>Gather list of PPG group members who would be interested.</p>
	<p><u>Date of Next Meeting - Thursday 5th September @ 4pm</u></p>	