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**PATIENT PARTICIPATION GROUP**

**Minutes of Meeting Held at the Surgery**

**26 May 2023 at 1730**

**Present:** John Leslie (JL) Chair

Phil Marston (PM) Secretary

Richard Ongley (RO)

Dr Dan Pickering (DP)

Sue Pickwoad (SP)

Amanda Shaw (AS)

Christine Stanesby (CS)

John Twidell (JT)

Lara Upton (LU)

Helen Cullinan (LOROS) presentation only.

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| **ITEM AND DECISION** | **ACTION** |
| 1. **CHAIRMAN’S WELCOME.** The Chair (JL) welcomed all including Helen Cullinan from LOROS. The agenda was handed out and it was noted that the Chairman’s report and the practice report had been issued a few days earlier. |  |
| 1. **APOLOGIES**. Apologies were received from Vicky Abbott, Daniel Medhurst, and Pat Triffitt. Absent were Victoria Fergusson and Richard Clarke. |  |
| 1. **MINUTES OF PREVIOUS MEETING.** The minutes of the meeting held on 21 Mar 2023 were approved. |  |
| 1. **MATTERS ARISING.**     1. JL reported that the PCN website had been completed and would commence on 22 May 2023. He and Daniel Medhurst had met with the PCN team and discussed further enhancements in line with the PPG website strategy.    2. Issue one of the newsletter had been distributed and well received. DP added that the next issue was scheduled for end of June 2023.    3. JL added that he had approached a businesses regarding adverts to defray the cost. This was on-going. JL also encouraged all members to consider items for the next issue. SP asked if opening hours for the Oakham medical centre could be published. | **JL**  **ALL** |
| 1. LOROS. Helen Cullinan, on behalf of LOROS wished to stress that the organisation is not just for cancer but also provided the following facilities.    1. Thirty-One bed inpatient ward.    2. Enablement team.    3. Social work team.    4. Counselling, bereavement and psychological Support.    5. Spiritual and cultural support.    6. Compassionate neighbours.    7. Day therapy.    8. Wellbeing hub.    9. LOROS clinical nurse specialists.    10. Lymphoedema service.    11. Complementary Therapy.    12. Outpatients.    13. Young person & transition service.    14. Telephone befriending.    15. Bereavement hubs.    16. Volunteering opportunities.   All present were given a folder containing details of each of these facilities. |  |
| 1. **PRACTICE UPDATE.** The Practice report is attached to these minutes. It was noted that the initial PCN COVID vaccination day had been held on Saturday 13 May 2023 with only a few minor hold-ups due to one of the vaccinators not being present. |  |
| 1. **SURGERY STRUCTURE.** DP gave a talk on the surgery structure explaining that there were additional complex combinations. This led to several additional questions/observations with a suggestion that perhaps something similar could be used in the next issue of the newsletter. |  |
| 1. **NEWSLETTER UPDATE.** This item had been covered earlier in the meeting. |  |
| 1. **CHAIRMANS UPDATE.** The Chairmans’s report is attached to these minutes and there were no further questions. |  |
| 1. **INCIDENT FORMS.** In the absence of other surgery personnel, DP gave an update from his laptop records. The most likely problem was ‘human’ error (lack of communication) in both cases with further investigation required in conjunction with PCN personnel. JL also stated that he would take the matter up with the PCN meeting being held on 17 May 2023 | **JL** |
| 1. **DATE OF NEXT MEETING.** The next meeting has been set for Tuesday 11 Jul 2023 at 1730 in the Surgery. |  |

**Patient Participation Group Update**

**May 2023**

**Staffing at Uppingham Surgery:**

* **Qamar is our new ST1 Registrar and has commenced his GP training here at Uppingham Surgery, the duration of his training will be over a 3-year period and Qamar will be based at other GP Practices/Secondary care placements within that time. He has started to find his feet at Uppingham Surgery and is now seeing patients F2F & via telephone consultation.**

**Covid Vaccinations:**

* **Covid Spring boosters are due to commence on Saturday 13th May, Laura Cousins is leading the project for the Rutland PCN area, sessions will be hosted at Practices within the county.**

**Accurx Appointment Booking:**

* **We’re in the process of fine tuning the Accurx self-book option, this will allow patients to book an appointment for a specific slot type. The system will allow for various nursing appointments to be selected, such as bloods tests and health checks. They cannot be implemented for GP/ANP Appointments due to various system limitations.**

**Uppingham Surgery Website:**

* **The new website is due to launch on Monday 22nd May, Daniel is working with other IT leads/managers to ensure complete clarity and usability throughout. Daniel also met with John Leslie on 11/05/23 to discuss a series of changes which need to be applied before the go launch date.**

**Telephone & Accurx Data for April 2023:**

* **10,286 calls received.**
* **6,977 outbound calls made.**
* **Around 200+ Accurx submissions received weekly – 800+ per month.**

UPPINGHAM SURGERY

PATIENT PARTICIPATION GROUP

CHAIRMAN’S UPDATE

16 MAY 2023

I trust you are well.

Since our last meeting, I attended a Board Meeting of Uppingham First on 13 April: on 2 May I attended a meeting with Laura Cousins to provide input to the design of the Surgery web site: I met with Helen Cullinan from LOROS on 10 May: reviewed the updated web site with Daniel Medhurst on 11May.

**UPPINGHAM FIRST BOARD MEETING 13 APRIL 2023**

The key points presented at this meeting were related to the following topics:

1. Announcement of the COVID Booster availability

2. Operational Statistics for the period 20/2/23 to 19/3/23

3. General News items such as the approval for the upgraded Waiting Room,

At the previous Board meeting, it was suggested that a Surgery Newsletter be produced and distributed in the area.  
Following a great deal of activity by Surgery and other people, the Newsletter was indeed produced. Whilst electronic copies are available, physical copies of the document were distributed at the meeting. The document was very well received by those present, who look forward to the next edition.

**MEETING WITH LAURA COUSINS (PCN) 2 MAY 2023**

The purpose of this meeting was to provide input to the PCN in their quest to replace the existing web sites of the Rutland surgeries.

My key input was to present the output from our recent Web Site Sub Committee, which was well received, and will be used in the design of the updated software.

**MEETING WITH HELEN CULLINAN FROM LOROS 10 MAY 2023**

Helen contacted me via the PPG email facility, asking to meet up and explain the range of services offered by LOROS.

It quickly became clear that this organisation is much larger than just a few shops and a Hospice. Consequently, I have invited Helen to attend our next meeting on 16 May to explain the full extent of their services, and I look forward to learning more about this organisation and its valuable contribution to our local society.

**MEETING WITH DANIEL MEDHURST TO REVIEW THE REVISED WEB SITE 11 May 2023.**

Having reviewed the updated web site, it is clear that further work is required before this system is launched. In particular, it will be necessary to provide a simpler method for patients to access the required functionality, i.e. Prescriptions, Appointments, New Patients, and access to on-line services.

It was agreed with Daniel that the key objectives of the new system should be:

1. Simplicity

2. Clarity

3. Speed of access

Whilst we did not re-design the entire system, it was agreed that generic information will be kept to an information bar with drop down menus at the top of the screen, thus leaving the main space for key information and system access.

It was further agreed that Daniel will present the new system to a wider audience prior to being used by the wider patient population.

**FUTURE MEETINGS**

I plan to attend the PCN PPG Meeting on 17 May in Oakham

The next Uppingham First Board meeting is on 6 July 2023

John Leslie

Chairman

Uppingham Surgery PPG