

**Minutes of Meeting Held at the Surgery
11 Jun 2024 at 1730**

Present:	John Leslie (JL)	Chair
	Phil Marston (PM)	Secretary
	Vicki Abbott (VA)	
	Dr Dan Pickering (DP)	
	Sue Pickwood (SP)	
	Amanda Shaw (AS)	
	Pat Triffitt (PT)	
	John Twidell (JT)	

ITEM AND DECISION	ACTION
<p>CHAIRMAN’S WELCOME.</p> <p>The Chair (JL) welcomed all adding that Lawrence Copeland had agreed to become a member but was unavailable on this occasion. He also apologised for the delay in holding the meeting which was due to the deaths of family and friends plus his house move.</p>	
<p>APOLOGIES. Daniel Medhurst Lara Upton and Lawrence Copeland</p>	
<p>MINUTES OF PREVIOUS MEETING.</p> <p>The minutes of the meeting held on 12 Mar 2024 were approved. It was noted that the Dementia day had been a success and formal thanks were due to the Rotary Club of Uppingham, who had sponsored the event and the Falcon Hotel for hosting.</p>	
<p>MATTERS ARISING.</p> <p>All matters arising were covered by the agenda</p>	
<p>PRACTICE UPDATE.</p> <p>The Practice report is attached to these minutes. VA apologised for missing the previous two meetings, noting that this was her first in 2024. SP asked if there was a date for re-opening Barrowden surgery, VA stated that they were in contact with the building contractors but were not aware on completion date. SP said she would find out the current position and report back.</p> <p>There were several observations regarding the dispensary and messages sent out regarding the text messages sent out.</p>	SP

<p>(1) A text message had been sent stating that the telephone line for repeat prescriptions had been discontinued but did not give any alternative methods. (17 May 2024)</p> <p>(2) JT had submitted a question <i>'SystemOnline's notices of prescriptions being ready to collect'. This most useful service is not used by the Surgery for some reason, which I find most annoying, The 'Request Medication' facility is used however and is excellent.'</i> PT also observed that some messages said that the prescription was ready but was found not to be available because it had not been approved by the pharmacist. Neither VA nor DP were aware of this VA agreed to investigate.</p> <p>(3) JT queried the fact that a 125 page document regarding the March patient survey had been sent to the PPG (which he had read) and asked what the salient points were. VA noted that the practice had looked at the results and placed the comments into categories, where themes had been identified, the practice would look at how to address these issues.</p> <p>(4) The new call back system had been received with great satisfaction.</p> <p>(5) JL queried the complaint regarding blood re-testing. VA explained that the way the results were transported to the lab was unsatisfactory and someone had objected to a re-test. DP observed that this is a regular occurrence – LLR were looking at providing a heated van to reduce the requirement in the future but no date was confirmed. However, given the nature of the abnormality identified, it was essential that a repeat test was taken quickly because if the result was correct, and not correct the outcome could be fatal.</p>	
<p>PPG TERMS OF REFERENCE</p> <p>The new terms of reference were discussed and agreed. PM to issue amended version.</p>	<p>PM</p>
<p>CHAIRMAN'S UPDATE.</p> <p>JL had submitted his report in advance and is attached to these minutes. He asked that the surgery consider using the PPG for things like surveys, questionnaire's, open days and car parking. He also asked how volunteers are covered for insurance if they were to be used.</p>	<p>VA</p> <p>VA</p>
<p>INCIDENT FORMS</p> <p>No incident reports had been submitted.</p>	
<p>PCN UPDATE.</p> <p>The PCN are considering a combined Flu/COVID vaccination for the autumn but no final decision had been taken. DP stated that it should be noted that the COVID vaccination takes about 5 times as long as the Flu vaccination due to the NHS paperwork that was required thereby delaying the amount of Flu vaccinations that can be completed. JL asked if patients could be given advance notification if this was to happen to</p>	<p>DM/DP</p>

<p>prevent having to go to Oakham and Corby when informed by the NHS. This explanation will be an item for the next newsletter.</p>	
<p>AOB.</p> <p>PT noted that the bereavement hub was going well and perhaps could be published by the surgery.</p> <p>SP asked if a compliment could be passed to the Patient Services and Pharmacy staffs on their helpful and efficient approach</p>	<p>DM</p> <p>VA</p>
<p>DATE OF NEXT MEETING.</p> <p>The next meeting has been set for Tuesday 10 Sep 2024 at 1730 in the Surgery.</p>	