

**Elmswood Surgery PPG**  
**Minutes for meeting on 06/11/2023**

A well attended meeting: 11 PPG members and Dr Malik.

- We welcomed new attendees Jen Hudson & Jacqui Chapman.
- This was the first time the group had met since Rose Thompson's death. As a group we wanted to acknowledge the significant contribution that Rose had made to the PPG – and also in many different ways to the wider community. We will miss her.
- We discussed PCNs, and the PCN-related contribution to our practice and other practices.
- The PPG members, and Dr Malik were in agreement that the practice would not want to lose the contribution of the two part-time pharmacists being funded through the PCN.
- There was general agreement that the decision made by Dr Crowe (Clinical Director of PCN 5) 'not to engage with PPGs because it was not worthwhile' was unacceptable.
- There was discussion about how to pursue this issue. Suggestions were made including a further approach to Healthwatch, contacting the Health Scrutiny Committee, approaching our MP, approaching NHS Midlands.
- It was agreed that Sue Tribe and Suzanna van Schaick would meet to explore some of these options further and make some appropriate next steps.
- Dr Malik told us that the surgery is settled under the management of Justyna (Pavlaczyk), and described how she had previously been employed in reception/as reception manager – and mentioned that there are 3 or 4 new reception staff. He thanked the PPG for help with the flu clinic.
- In response to a question Dr Malik confirmed that the surgery does have a 'hot line' for urgent contacts from, for example, paramedics and some hospital staff.
- Dr Malik also told us that patient access to medical records is now live.

**Date of next meeting: Friday December 8<sup>th</sup> 2pm.**