**Patient Participation Group Meeting Minutes**

**Informal Meeting via Zoom at 11am on Tuesday 15th September**

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|  | **Attendees:** Stacey Sutton, Tracey Watson, Jo Warner, Jan Williamson |  |
| **Item 1** | **Hello** | |
|  | Stacey welcomed Jan to the meeting and explained that today was really informal to make sure that everyone could access the meeting ok?  Stacey explained that some members had declined the offer to log in using zoom or teams platform, but Stacey stated that it had worked really well during COVID and as we do not discuss patient data it is a safe way to run our meetings. The minutes will be e-mailed out and also added to the website. | |
| **Item 2** | **PPG itself** | |
|  | We are looking for ideas on how to improve our meetings, perhaps a good time to introduce changes? Suggestions are welcome.  We have a colleague in our Admin Department who has expressed an interest in working on updating our website, producing posters and promoting our PPG (Patient Participation Group). She would like to try and increase our uptake of members.  Jan commented that the reason she joined was because a nurse mentioned it during a consultation, so perhaps we could ask our clinical staff to promote too.  Also, Dave Bacon (our Social Prescriber) could inform patients of our group. | |
| **Item 3** | **Staff Changes** | |
|  | **Goodbye:** We said a fond farewell to Dr Bart Weenink who retired at the end of August, unfortunately as he has been shielding we couldn’t have a proper send-off but hope to in the future.  **Welcome:** Dr Charanjit Milkhu joined the surgery on 24th August. He is working here as a salaried GP but hopes to become a partner further down the line and is also interested in becoming a trainer. You may remember him as he was with us for a short while as a Registrar GP during his own training.  **Management:** Dr Rebecca Iletthas taken on the role as Managing Partner; she now works an additional session on a Wednesday to work alongside the management team but also to take an active role within the PCN (Primary Care Network). As Dr Joel Chapman is the Clinical Director for the PCN he has to stay impartial, so Dr Ilett is the voice of Kingfisher along with Stacey.  **Admin Lead:** We have a new Admin lead, Jo has worked at Kingfisher for 3 years, starting in Carpal Tunnel then moving into Secretaries. | |
| **Item 4** | **Communication** | |
|  | Although we pass information via our team leads and e-mail to staff, they still feel that communication could be better. Willow in Admin will be creating a patient and staff newsletter. The staff newsletter will be bi-monthly and the patient newsletter bi-annually. | |
| **Item 5** | **Surgery Practice** | |
|  | During this period we have had to adapt how our patients can safely access appointments. Patient and staff safety is of the upmost importance to us. We have conducted risk assessments, followed all protocols, implemented safety measures, installed hand sanitisers and removed a number of seats in the waiting area. Face coverings are to be worn in all communal areas, staff have been positioned so they are not sat directly facing each other.  Our patients are offered a telephone consultation in the first instance and then if the GP requires a face to face appointment or a video consultation the patient will be booked in at a convenient time. Our trained reception staff are also heavily triaging all calls to ensure that any covid symptomatic patients are not directly asked to enter the building.  All Clinical staff wear full PPE during every consultation. | |
| **Item 6** | **CQC** | |
|  | Jan thanked us for all our hard work turning our CQC result to a good. As a practice our aim is to maintain a standard so that we are always inspection ready. | |
| **Item 7** | **Date of Next Meeting** | |
|  | To be confirmed | |