**Patient Participation Group Meeting Minutes**

**Tuesday 24th May at 11am**

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|  | **Attendees:**  Tracey Watson  Alison Belton  Adele Mumby  Simon Holloway  Janet McFarlane  Jan Williamson | **Apologies:**  Valerie Dickinson  David Liggins |
| **Item 1** | **Welcome Back** | |
|  | TW opened the meeting and welcomed everyone back and welcomed our newest member Janet to the group.  It’s very much back to business as usual here at Kingfisher (although we did pride ourselves with keeping our doors open and continuing to see patients face to face where needed throughout the whole pandemic).  In some ways, lockdown had a positive effect on the surgery, staff had to adapt quickly to alternative ways to offer appointment and to consult. They embraced telephone, video and face to face consultations. We very much want to continue with ‘patients’ choice’ what type of consultation works best for that individual, so our receptionist do ask what the patient would prefer.  Online booking now also back up and running.  Our patient list size continues to grow:  May 2020 – 13,782  May 2021 – 14,081  May 2022 – 14,382  Moving forward, so you don’t get board of seeing just my face each time, I plan to invite different clinical /PCN staff to the meetings. I have already had a chat with Shaun our PA and he is happy to come along to a meeting to meet with you all. | |
| **Item 2** | **Appointing a Chairperson** | |
|  | As the PPG was set up before TW started, TW has been looking into how the group should be set up. It is suggested that a patient representative should be elected as Chairperson.  The group thought that Valerie might be interested in the role but as she wasn’t able to attend the meeting, she couldn’t give her view. Adele stated that she would be happy to fulfil this role, so if Valerie is ok with that, Adele will act as Chairperson. TW will confirm with the group if it is any different.  Adele mentioned that a vice chair would be required, so it was decided that TW would take on that role. | |
| **Item 3** | **Staffing News** | |
|  | Quite a number of staff changes since the last time that we all met:   * Dr David Maunders will be retiring at the end of September – Advert out to recruit a new GP * Dr Chinyerum Owhondah – Joined us Aug 21: Worked with us as a Registrar GP during her training, now employed as a salaried GP. * Dr Charanjit Milkhu – Joined Aug 20: Worked with us as a Registrar GP during his training initially he was a salaried GP and has now become a partner. * Stacey Sutton – Practice Manager now a Managing Partner * Shaun Melbourne – Physician’s Associate * Clinical Pharmacist (starting in July) * 2 Healthcare Support Workers, Andrea & Laura * Successfully trained one of our Admin members Willow in Phlebotomy. * We welcome Tara, Chloe, Rebbecca (Reception/Admin) & Lacy (Medical Secretary) to our team. * Cross training between Admin & Reception – Aim is for everyone to have an understanding of each other’s roles to ensure we can provide the best service we can give * Data Quality Team (2 staff members) – Claire & Matthew | |
| **Item 4** | **Primary Care Network: New Roles Within the Surgery** | |
|  | We are fortunate to have a number of staff working for the PCN with interests in specialist areas. Although the staff are based at the Enterprise Centre on Randall Way, they will be working at all sites within Retford & Villages surgeries.  Lesley Holmes – PCN Manager  Beth Longden – PCN Admin  Nicola Warren-Metcalf & Jackie Lyons – Care Coordinators  Dave Bacon & Ema Keeling – Social Prescribing Link Workers  Lauren Hinchcliffe – Health & Wellbeing Coach  Jean Kirby – Cancer Care Coordinator  Debbie Dickinson – Mental Health Practitioner  Paramedic Visiting Service  Olukayode Faleye – MSK 1st Contact Practitioner | |
| **Item 5** | **Vaccination Programme** | |
|  | Kingfisher have played a major role in the running on the vaccination centre, the programme has been incredibly successful.  We are currently delivering the Spring Boosters to patients over 75 or clinically vulnerable. There will be an autumn campaign which will hopefully run alongside our seasonal flu campaign. | |
| **Item 6** | **Ideas for Promotion** | |
|  | I have asked GP’s to send me the details of any patients who they think would be a great asset to our group, I will then make contact with them to invite to the next meeting.  Leaflets have been placed in reception and a poster on the noticeboard in our waiting room and a link on our website.  Thank you Simon for the suggestion that we have a stand up sign on GP desk with leaflets to hand out with our information that the GP’s can simply hand out.  Adele mentioned having a promotional desk set up in the waiting room so patients could come and chat to our PPG members whilst waiting for an appointment.  Adele also mentioned setting up a group for teenagers who have long term conditions to attend, perhaps have guest speakers? | |
| **Item 7** | **AOB** | |
|  | Simon queried news in the press regarding conditions that a GP will no longer prescribe for: TW checked with Clinical staff, all the conditions listed in the first instance can be treated with over the counter medication. However, if symptoms persist or if the Pharmacist has concerns the patient can see a GP and the GP will prescribe what medication is required.  Blood Tests for patients on Statins for non-monitoring purposes: If a patient is on a statin for Primary Prevention (rated as high risk after a health check), it is not necessary after the initial testing after 8 weeks to have another blood test unless a clinician has raised concerns to do so.  Primary Eye Care Service: Query over if we have a contract with Bingham’s Opticians to sign post patients for eye drops etc.  There is a Primary Eye Care Service that does navigate to Bingham’s eye clinic but It’s not an agreement with Kingfisher. The service is NHS funded. It can be accessed via [Find a Practice - Search for your nearest participating optical practice (primaryeyecare.co.uk)](https://primaryeyecare.co.uk/find-a-practice/). The Optician can refer direct to Ophthalmology if needed.  Whilst I was happy to find the answers for clinical questions on this occasion, moving forward, I don’t think that this group is the forum for querying personal clinical issues, can I suggest that if you are worried you should book an appointment with a clinical member of staff. | |
| **Item 8** | **Date of Next Meeting** | |
|  | Tuesday 23rd August at 11am in the Meeting Room | |
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