**Patient Participation Group Meeting Minutes**

* **Tuesday 6th February 2024 at 11am**

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|  | **Attendees:**  Tracey Watson  SH  Gabrielle Matthew  Val Dickenson | **Apologies:**  Adele Mumby  Alison Belton  Dawn Nicholls  Caroline Maguire |
| **Item 1** | **Welcome** | |
|  | TW welcome everyone to the meeting went over the actions from the last meeting.  Still no update on the calm room, although due to staffing increase, the calm room on the corridor across from Doctor Jarvis’s office is now set to become room for our PCN staff to use as we are bursting at the seams and are looking how we can create for usable space.  Patient inquiry online going really well, patients are becoming more aware of this service and we are getting around 10 to 15 queries per day. As discussed last time, we have appointments assigned for these inquiries. Any medical queries are tasked straight to the duty doctor who will triage to see if they need to be seen that day. On the whole, most queries are admin related, but we have seen a vast improvement on our telephone calls, it has reduced them slightly. | |
| **Item 2** | **What’s New!** | |
|  | **PCN Staff:** Previously, all PCN staff used to work across all 5 practices, but after the departure of the PCN Manager, it was decided that staff would be assigned to their own surgery. Staff that now work solely under Kingfisher are:  Vicki Vardy: Pharmacy Technician  Ema Keeling: Social Prescriber  Thalia Clay-McSherry: Health & Wellbeing Coach  Gill: Clinical Pharmacist  Akin: Pharmacist (Friday only)  Jack Scholey: Young Person’s Social Prescribing Link Worker  Claire Caudwell: Young Person’s Social Prescribing Link Worker  **Touchscreen:** We have been experiencing issues with our touchscreens in the waiting room, unfortunately, the ones we have on the walls either side of the reception desk are now old and can’t be updated. We have just ordered a new free-standing touchscreen, so hopefully that will be with us very soon.  **Friends & Family:** We have received some fantastic comments via our Friends & Family patient questionnaire. Claire our Data Lead selects patients a random who have had an appointment with either a GP or Nurse and send a questionnaire for them to complete to describe their experience in the surgery.  **Digital Inclusion Officer:** As a PCN, we have just successfully recruited a new Digital Inclusion Office. Nathan comes with a wealth of media & IT experience. He will work across all the 5 practices to provide help & support to those patients who struggle to engage in digital platforms such as NHS app etc. | |
| **Item 3** | **Welcome to Thalia** | |
|  | TW introduced Thalia who is our Health and Well-Being Coach. Thalia has a medical background in Herbal Medicine, she is also a Qualified Health & Wellbeing Coach.  Thalia works with patients who have long term conditions for example fibromyalgia & diabetes, to find the best ways to manage their health needs and to help motivate or provide knowledge or simply to listen & support.  Thalia has developed an intensive 6-week course for patients who have had pain for 3 months or longer, the group of 8 – 10 people will be very interactive to help patients find coping mechanisms when having flare ups, the course works towards shifting the focus away from the pain and help them live a better life.  We currently have an ongoing Fibromyalgia group that is on the 1st Wednesday of every month at the Well, this is for patients from all 5 surgeries. Thalia’s course will focus solely on Kingfisher patients. | |
| **Item 4** | **Welcome to Ema** | |
|  | TW introduced Ema who is our Social Prescriber to the group. Ema works with patients to find non-medical solutions for patients who may be struggling with loneliness, money worries, housing issues, benefits etc.  Ema offers an initial 1-hour appointment, this can be at the patient’s home, in surgery or even a walk & talk appointment to get to know the person. Ema said that it can be difficult for some people to open up and engage, but through a general conversation, she can usually find ‘common ground’ and then go from there.  She is very knowledgeable on what social groups are out there in the community and has even taken part in walking groups if a patient wishes her to do so.  She did some work surrounding Crohn’s Disease and would like to start a support group, SH said that he would be happy to get involved with that. | |
| **Item 5** | **Staff News:** | |
|  | **Carla** – Paramedic: Has settled in well, has been with us since the beginning of December. Her day consist of visiting housebound or care home patients in a morning to complete annual reviews such as Dementia, mental health, falls reviews, then early afternoon she provides on the day acute home visits and then a few in house emergency appointments late afternoon, her service is already invaluable!  **Mary:** Our Practice & Diabetic Nurse will be retiring at the end of March, although we will miss her, we wish her a long a happy retirement.  **Christabel**: We have been fortunate to recruit a Diabetes Specialist Nurse who will take over from Mary, Christabel joins us at the beginning of March.  **Rachel:** Our Practice Nurse Rachel will be leaving us at the end of February to pursue a career in Occupations Health.  **Eden:** Our new Practice Nurse Eden will be starting with us at the end of March.  **Josh:** Unfortunately, our Apprentice Josh decided the Healthcare setting wasn’t for him, so he has decided to go back to University.  **New Non Clinical Staff**: We have just successfully recruited 3 people to work in Reception/Admin. Carole & Karen will both be full time and Carole part time. We look forward to welcoming them to the team. | |
| **Date of Next Meeting** | Tuesday 9th April | |