

**Minutes of the Patient Participation Group Meeting held on
Wednesday 27th November 2024 at 11:00am – 12:00pm
Mansfield Community Hospital Seminar Room 2
Face to face Meeting**

In attendance: Rachael Street, Dr Freeman, Michael, Jean, Penny, Carol, Alan, John, Elizabeth, Carolyn Hallam

Apologies: Philip, Laurence, Hilda, Linda, Adele.

Minutes of the last meeting:

Rachael asked if Michael would like to chair the meeting in Philips absence, Michael asked if Rachael was able to chair.

Rachael asked if everyone had chance to read the minutes of the last meeting, and if they are true to record, everyone agreed.

Actions arising from meeting:

- Rachael to arrange a meeting between Carolyn and Doctors.
- Rachael to talk to Rebecca about theming the next open day.

Practice update.

Rachael updated the group on the new telephone system and new website, saying that we have had some lovely feedback from both, it seems to have helped with patients being able to have the call back option now and that patients seem to be less frustrated. Alan said that he had had family and friends purposely call him to say how much better the telephone system were and that the new website was very user friendly, this was also agreed by our PPG members who have now used or looked at the new website and telephone system.

One PPG member asked if this had helped with the patient surveys yet, Rachael explained that we have only been having a few surveys back per month and that at the moment we can't see the effects of the new telephone system or website but hopes this will change in the up-and-coming months.

Rachael informed the group that we are due to have the next rotation of registrars who will start in December, and we look forward to welcoming all 5 Registrars. Rachael explained that Dr Blower one of our salaried GP is due to go on Maternity leave starting at the beginning of December, and the surgery wishes her all the best

for her new adventure into motherhood.

Rachael was delighted to tell the group that Dr Enabi has now started as a salaried GP and will be with us for 2 full days a week, but while Dr Blower is on maternity leave, he will increase his days to 3 days a week.

We will also have a locum GP for any short falls, and this will depend on the needs of the surgery.

Alan asked about the RSV vaccine and when we would be doing these, Rachael explained that we are already doing these vaccines, but that the criteria is quite strict, but letters will be sent to patients who are eligible in due course.

PPG member asked if the BMA industrial action was being noticed by higher forces?

Dr Freeman explain that this is very hard to judge and that the doctors are in constant talks regarding the BMA, and we can only hope that it is noticed in the hope that more funding would come into general practice in the future.

It was spoken about the Open day that we had in October, it was felt even though attendance were low that it was considered helpful for people to talk to all the different agencies that attended, and the PPG group would like to keep these to every Six months if possible.

It was suggested by Carolyn, who has attended a lot of these type of events that maybe to theme our open days to targeted areas, e.g. health and wellbeing or dementia. This way we could target patients by texts to inform of the open day.

John said even though there wasn't a lot of people he found that Dr Mills and a few others benefited by having Emas there.

Carolyn Hallam - Health and Wellbeing Manager for healthy life, spoke to the group about all the different programs that are available. The group asked a lot of questions and were very impressed with the different activities that were on offer. Carolyn said that these are referrals only to be made by GPs. Carolyn suggested a meeting between Orchard Doctors and herself to inform all GPs how to refer and who it is good for. Dr Freeman said how he had referred before but wasn't aware of the full extent of what is on offer.

Carolyn gave the group some leaflets and information on all services.

NEXT TIME & DATE OF MEETING –

Wednesday 22th January 2024 11am – 12pm – Seminar room 2