

**Minutes of the Patient Participation Group Meeting held on
Wednesday 19th October 2022 at 1.00 pm – Mansfield Community Hospital
Seminar Room 1**

Face to face Meeting

In attendance – Rebecca Tate – Practice Manager, Philip, Mike, Jean, John, Sue

Apologies: Laurence, Elizabeth, John, Adele, sharron, Pamela

Minutes of the last meeting:

Minutes of the last meeting were agreed as a true record

Rebecca welcomed and thanked those who could make the face to face meeting. It was agreed by all around the table (5) due to the 2m distancing around the table, everyone felt they wished to remove masks and felt safe within the ventilated distanced room.

Matters Arising

On a welfare scale everyone reported they were fine and well.

Enhanced Access

Rebecca reported to the group that we would be delivering enhanced access (hours over and above core 8-6.30 pm) on a Monday and Tuesday evening as well as certain Saturdays for pre-booked appointments only 9-5. We have to offer 14 hours/week. This is made up of any healthcare professional.

PPG Meeting 2nd Wednesday in the month

It had been asked whether we could change our PPG Meetings to the 2nd Wednesday in the month instead of the 3rd Wednesday. Members at the meeting was all ok with this and to start in from April 2023.

Completed Flu's so far

Rebecca informed the group we had hit 50% of our over 65's, our target is 75%, there was a roving team going out to do our housebound patients.

Donation

A kind family of a patient who had passed away had given a donation of £210 to the patient group which Rebecca had suggested to help patients hear at the front reception desk that a two way speaker to enable both the reception and patients a better experience had been

suggested. Rebecca showed the group a picture. All members agreed to purchase this at a cost of around £150.

Feedback from the group/patients

Accurx was still working well and being used – no problems reported

Phones feedback – there had been feedback from patients regarding the length of queuing time waiting to get through to the practice, the covid message was suggested to come off. Some good examples were given by members of Accurx and via telephone that they had got through and had an appointment.

A discussion was held around whether the practice had become too big, were we under GP'd and relying on locums. Good points were raised by members, Rebecca explained about the the practice list having to stay open unless you had been through NHS England steps to close the list, we were not able to refuse a patient wishing to register, this was the same for all practices. Rebecca also explained about enhanced services and that our practice didn't take on the service to register patient outside of our catchment area where some other practices did do this if they wanted to increase their list size.

Currently with Dr West being on Maternity leave and with winter pressures the practice uses locums, albeit, it regular locums to cover the existing lost sessions. The practice still had an advert out for a salaried GP.

Defib Training

John R in his ambulance role had offered our non-clinical staff defib training and basic life support, Rebecca thanked and welcomed this and was to arrange a time and date for staff to have this training.

Health & Well Being Coach

Rebecca feedback that our health and well being coach was looking at fibromyalgia & type 11 diabetic patients diagnosed within the last 6 months to a year to do 1:1 sessions or proactive groups if anyone was interested