Castle Health PPG Meeting 5 November 2024

Present: Jack (chair), Robert, Linda, Patti, Karen (minutes).

Minutes of last meeting

Matters arising

No progress yet with recruiting new members.

PPG roles: Jack has discussed with Lisa the benefits of PPG members having defined roles. Lisa thinks this will be useful when PPG membership has been increased. Lisa has discussed PPG roles with other Practices. Not much happening on this at the present time. Lisa will speak to Chair of Belvoir re ideas for our role and function. Potential future PPG network would be useful. Could there be a visit to Belvoir to see their displays?

Recruiting new members to PPG: Peter is apparently happy to share his perspectives on recruiting new members to the PPG and future directions. Jack will invite Peter to next meeting which will be deferred to Tuesday 21 January to get maximum attendance post-Christmas.

Waiting area screens: Lisa went back to PCN to pursue funding- annual licence for the waiting area screens will be agreed. Lisa to discuss with Partners to agree funding for it to be set up.

Friends and Family: Ratings of Practice are very positive.

Lift problems: Engineers came out for the 3rd time to fix it. Now fully operational.

Flu clinics: 2150 done across 2 big clinics plus others and home visits. Majority of vaccination appointments were for Flu and COVID.

Staff sickness: this has been significant due to seasonal viral illnesses etc.

Veterans’ accreditation: possible once the Practice have submitted details to an external organisation running accreditations for eg covid and flu vaccinations. Castle will be able to see what implications may be.

Patient records: Linda asked if there was a code for DNR. There is info on patient records eg keysafe numbers, allergies etc.

New receptionist/secretarial: the Practice made an offer to an applicant following interview today.

Practice partners: currently 8 partners with a view to going back to 9 following Dr Hutchinson’s retirement.

NAPP (National Association for Patient Participation) review: some useful info but the cost of annual individual membership, currently £80, is a deterrent. Jack will email info to us for us to read before the next meeting.

RAPID: Next meeting 14 November. Linda will attend.

Triage: No plans for Castle to move to total online triage system. People can use online requests as alternative to phoning reception for eg doctor letters, sick notes, test results etc.

AOB

Is patient vaccination info being entered consistently on the NHS app? Let Jack know about any anomalies.

Next meeting: 5.30 Tuesday 21 January 2025.