

PATIENT PARTICIPATION GROUP MEETING 1ST NOVEMBER 2023

IN ATTENDANCE

DR R NAM
VALERIE WARD
VALERIE MORRIS
YVONNE JOHNSTONE
JANET THOMPSON-BERESFORD
RAYMOND TEARALL
ERIC ASHBY

APOLOGIES

SARA TEARALL
ANTHONY BOSTOCK
STEVEN COLLARD

MINUTES TAKEN BY TINA SPENDLEY

Meeting began at 1pm.

Valerie Ward opened the meeting by giving an update of matters from the last PPG meeting.

Patients had been asked to look at the new website layout. Most people said they were happy with it. It was asked if anyone had any suggestions for anything else they would like to see on it. Valerie Morris said that she found the old format difficult to use but the new one was much easier to navigate. The site can be reviewed and amended/improved if any suggestions are made. Val Ward said that she would send out a link to view this. Valerie Morris said that she had been onto the Calverton Surgery site and that this is very easy to use. It gives a very good impression of the surgery. It was agreed that the website was very good for communication purposes ie. Emergencies, if the surgery is closed etc.

Eric Ashby asked if we had information packs regarding the surgery to give out when new Patients register with ourselves. This was something that used to happen and Val said that she would look into getting up to date information leaflets printed and we would be using these in future.

As for the new telephone system, Val said that this was still work in progress. There are currently nine suppliers on the list for surgeries to chose as their providers. It is still not certain regarding the funding for this new system and no date has been agreed when this will be implemented. On 25th December all analogue lines will be discontinued, our current system is analogue and digital so we still have some time to finalise things. The phones have got to be moved over to the Cloud and if no funding is forthcoming one Company (not currently on the framework) will supply handsets for free and their tariff is cheaper.

There is to be a meeting at the end of month as some surgeries are already using the cloud.

Val mentioned that there is some building work to be done, mainly the sluice/dirty sink room being built at the end of the corridor. No date has been set for this yet. The brick walls in clinicians' rooms

will be plastered over and also new floor covering will be being put down in the downstairs area. Quotes have been received for the flooring ranging from £9000-15000

Valerie Morris asked if the reception walls would be being painted as the green colour was not very nice and looks drab with the brown seating. It was doubtful that this would be done due to costing.

Dr Nam informed the group that Practice Nurse Wendy would be retiring in December and that we would be getting a new nurse. There are currently quite a few locum nurses available but not many full-time nurses. Dr Nam said that a lot of the work currently done by the nurse could be redirected to other staff in the practice, ie. HCA, ANP or GPs.

Dr Tse is able to do smears, swabs etc. Jackie, the ANP can do dressings and vaccinations and also Dr Nam can undertake vaccinations.

Three local practices have recently been trying to recruit a Practice Nurse and not all have managed to do so.

Valerie Morris said that Jackie only working three days a week is not good for the practice but Dr Nam said that Dr Chilton will be joining us for an extra day in April and this should provide extra appointments and Jess the Health Care Assistant is training to take on extra roles – spirometry, diabetic foot checks, memory tests.

Dr Nam said that a lot of big surgeries have nurses who undertake specific roles but currently our Nurse does everything. We have a contract with the NHS to provide these services.

Valerie Morris said that these services should be provided by a good Practice Nurse not just provided by the surgery to tick boxes.

Dr Nam said that a lot of appointments are currently taking longer than they need to ie. A memory test is currently 30 minutes but this can be shortened by getting the patients to complete questionnaires at home and bringing these to their appointment as opposed to completing them in the appointment slot.

INR appointments are currently 10 minutes but these can be done by Dr Nam in one minute.

A lengthy discussion was had regarding medical students coming into the profession and things that are being offered to encourage more students.

As there was no further business, the meeting ended at 2.20pm.