**PATIENT PARTICIPATION GROUP MEETING**

Tuesday 11 Oct 2022

17:45 p.m -18:45 p.m

Almond Road Surgery

ALMOND ROAD SURGERY

Present: Corrie Verduyn, Christine Ellis, Andrea Goodyear, Jillian Hall, Jane Kennedy, Yvonne Flint, Allen Denham

Almond Road representatives: Dr T Wrigley, Louise Crisp, Ginny Cuthbert, Joanne Greenslade

|  |  |
| --- | --- |
| Item | Minutes |
| 1. Apologies
 | Christine Green |
| 1. Introductions
 | PPG membersChairperson – Corrie Verduyn Almond Road staff Dr Wrigley – GP PartnerLouise Crisp – Practice Operations Manager Ginny Cuthbert – Receptionist/AdministratorJoanne Greenslade – Social Care Prescriber |
| 1. Minutes of last meeting 05.07.2022
	1. Covid and Flu Clinics
	2. Extended access appointments
	3. ARRS Staff
	4. PCAS Capacity Issues
	5. Phone Lines Increased

3.6 CQC Inspection 2022 | * 1. The queueing system has been working well for the covid and flu vaccination clinics. Seating has been made available outside and in the waiting area for those needing it.

 * 1. Waiting times have been improved for WCF extended access appointments. We can now only book our patients into Little Paxton surgery and Alconbury surgery.
	2. Joanne Greenslade is here to talk about what she does for the practice today.
	3. This is still affecting us. Ongoing issue.
	4. We are monitoring the situation about people being able to get through on the phones and how busy the phones are. Patients can book appointments online, which is utilised quite a lot.
	5. We have received the results - an overall rating of “Good”.
 |
| 1. Parking issues
 | 4 This is being reviewed and is in progress. |
| 1. Items for discussion
	1. Joanne Greenslade – SCP – Speaker
	2. Donations for the practice
	3. Access to medical records – Nov 2022
	4. Covid and Flu clinics
	5. A1 network extended access appointments
 | * 1. Joanne explains what she can do for the practice; she gives doctors more time to deal with clinical/complex issues as she deals with social care assessments. Her working hours are Monday and Tuesday at the surgery. The surgery, pharmacies and other clinics can refer patients to Joanne. She can arrange home visits, meetings and telephone appointments with the patients. She can help with issues such as loneliness, social issues, mental health, debt, stress, isolation, etc, non-clinical. She can signpost to services and charities than can help with these issues. She can accompany patients to appointments with these services. Joanne is employed on a permanent basis. This role is a very new resource to the country. She believes in having a visible presence in the community. Joanne explained what the PCN is, and informed everyone that more staff and funding has been made available as the years go on; however, they are struggling to retain staff.
	2. Christine Ellis explained that she will be able to help source things that make a difference to the staff and patients at the practice, and suggested that Almond Road Surgery perhaps makes an Amazon-type wish list in order to help those wishing to donate. It was agreed that we are allowed to receive gifts at the practice as long as they aren’t aimed at individuals and benefits the practice as a whole. It was suggested that perhaps we would benefit from having more higher/comfy chairs, a screen for health promotions, and book shelves in the waiting area. ? Book shelves could be used for raising money, which could be run by the PPG. Music suggested for the surgery as well, though we would have to purchase a licence. Perhaps ask local school children to provide colourings for the waiting area wall.
	3. This will be accessible via the NHS app, where patients will be able to see their records, results, letters etc. Emphasis on the fact that any results will have been seen and filed by a clinician in the first instance. This change may cause lots of questions. The security of this was questioned but it is a very secure system. Our concerns about patients potentially being manipulated by abusers to disclose their medical information were raised. We explained that we can refuse to allow a patient access to this, but there has to be a good reason.
	4. We have run 2 x covid and 2 x flu clinics so far. Dual-administration of flu and covid went well. There were some car parking issues during the clinics. Wheelchairs are provided if needed. We agreed that if patients need assistance with mobilising from their car to the queue, they can ring the practice mobile and a member of staff will assist – this is what had caused car parking issues in the clinics. Mass-vaccine sites are closing at the end of the year. If we need to run covid clinics next year, we will try to do them on the weekend. Housebound patients can be referred to have vaccinations at home.
	5. We have been advertising the service more, and will endeavour to continue to do so. The service and availability is getting better.
 |
| 1. Any other business
 | Volunteers to help us with the upcoming covid clinics 18/10 and 25/10 for the car park/vaccine administration, which would free up administrative staff to carry out normal tasks.  |
| 1. Arrangements for next meeting
 | Next meeting arranged for **17th January 2023 at 17:45pm**. Corrie to chair. Liam, our new digital champion, shall speak. Hopefully we will also have a new physiotherapist to introduce as well. We shall email prior to next meeting for any additional agenda items. Everyone consented to their email addresses being shared for this purpose.  |