

# **Notes from the SCP Patient Group Meeting Held on Wednesday, 23<sup>rd</sup> November, 2022 via Video phone call**

## **Welcome and Introductions**

In the absence of the regular zoom meeting Elaine Richmond, Operations Manager, Jenni Rodgers, Chair, Val and Maria Newey, vice-chairs, shared a WhatsApp video call

**Next Patient Group Zoom Meeting** will be held on Wednesday, 2022 at 10am

**Notes from the last meeting** were read and approved.

## **Matters Arising**

There was a question last month on PG notes being posted on the website. Elaine has now confirmed that Harkamal, the new Practice Administrator will maintain the website and will be post our minutes after receiving them from Hannah. Harkamal joined the staff last month and will be the practice lead on IT and also be responsible for putting appointments onto the computer system.

## **Chair's Report**

Chair would like the receptionists to ensure that patients' records are up to date with the information on next of kin/responsible adult etc.

## **Practice Report from Elaine**

Baldry Gardens refurbishment has been approved in principle and work should start in January with an estimated move in April.

The current staff situation is as follows:-

Sharin, our new care co ordinator will be starting next week and will be working full time and there is a new Receptionist called Sajal.

The clinical staff includes 6xGPs and there are trainee doctors on placement who are really helpful in reducing the GPs workload so that they can deal with patient's more complex needs. There are also long term locums.

There are two Social Prescribers who are seeing referred patients within a week  
Well beingn coach.

There are 3 physios working within the practice on Tuesdays, Wednesdays and Fridays and they normally have appts available within a week.

The online message saying that a reply should be sent within 48 hours should now be changed to within 5 working days.

There is now an advert for a nurse but otherwise the practice is fully staffed

The Friends and Family online surveys started in July this year and the paper forms are in the surgery as well.

**AOB**

**The next meeting will be**

**2022**

**These notes were compiled and published October 19<sup>th</sup>, 2022**