



**MINUTES OF A PATIENT REPRESENTATIVE TEAM  
MEETING HELD ON 25 SEPTEMBER 2024**

Present: Margaret Barton (MEB), Megan Birch (MB), Bob Cooper (BC), Janet Copeland (JC), Tina Coulson (TC), Sheila Drury (SD), Marion Hellmuth (MH), Jan Leftley (JL), Pat Osbourne (PO)

**Action**

1	<p><b>Welcome and Apologies.</b></p> <p>Sheila welcomed all to the meeting and introduced a new member to the PRT, Marion Hellmuth.</p> <p>Apologies received from Lesley Marginson.</p>	
2	<p><b>Minutes of the last Meeting &amp; Matters Arising</b></p> <p>The Minutes of the last meeting were agreed. Actions arising from them are covered on agenda items.</p>	
3.	<p><b>Patient Participation Group (PPG)</b></p> <p><b>a. Terms of Reference (TOR)</b></p> <p>The original TOR were created at the inception of the PPG in September 2015 and needed updating to better reflect how the PPG works today. Bob and Sheila, with input from Megan, drafted a revised version which was circulated to the Patient Representative Team (PRT) both prior to and at this meeting.</p> <p>The following points were raised:</p> <p>2.4 Megan to look at ways to inform more patients of the work of the PPG. <span style="float: right;"><b>MB</b></span></p> <p>4.2 Following discussion, it was agreed to leave this clause as is.</p> <p>6.4 Suggestions were made regarding future invites to PRT meetings, including our new GP George Rajasekar and Physician Associates. <span style="float: right;"><b>TC/SD</b></span></p> <p>6.10 The Clinical Commissioning Group has been replaced by The Integrated Care Board (ICB) who have a Patient Participation Group Network which seeks to keep in touch with individual practice PPGs. Sheila asked whether anyone would like to volunteer to be our representative at the Network Group meetings which will be held on Teams. <span style="float: right;"><b>BC</b></span></p> <p><i>(Post meeting note – Bob has agreed to register and will feedback to our future meetings)</i></p> <p>Further to the above, the revised Terms of Reference were ratified and Megan will upload these to the website.</p> <p><b>b. Appointment of Chair</b></p> <p>It was agreed that Sheila will continue as Chair for the remainder of this year</p>	

	<p>and elections for the 2025 Chair will take place at the PRT meeting in March.</p> <p><b>c. Members</b></p> <p>As per clause 6.6 of the revised TOR, any member not attending 3 consecutive meetings without good cause (and without giving notice) shall be deemed to have resigned their membership. However, it was agreed that Tina or Sheila will make contact to see what the situation is should this problem occur.</p> <p><b>d. Hybrid meetings</b></p> <p>As the PRT is a physical team, it was unanimously agreed that all meetings will be held face to face in person.</p> <p><b>e. Virtual Group</b></p> <p>It was agreed not to put a limit on the number of patients who can join the Virtual Participation Group.</p>	
4.	<p><b>Updates from Megan</b></p> <p><b>a. Infographic</b></p> <p>August's data was circulated, along with management summaries of the practice population and appointment activity. These gave more in-depth information and the PRT a better understanding of the demographics of the practice.</p> <p><b>b. Website</b></p> <p>The new, improved website is up and running with just a few more sections to update. This website is compatible with Screen Reader which allows poorly sighted patients to have the screens read out.</p> <p>Megan was asked whether a link to Patient Access could be added to the Appointments page.</p> <p><b>c. Facebook/Instagram trial</b></p> <p>This is just about to go live and Megan will look at ways of making local groups aware. Following a suggestion by Jan, Megan has placed an article in the Copthorne Village Magazine. A copy will be circulated with the minutes.</p> <p><b>d. Booking system problem</b></p> <p>This has now been resolved and patients are able to book up to 2 appointments.</p>	<p><b>MB</b></p> <p><b>SD</b></p>
5.	<p><b>Staff</b></p> <p>Currently there is one GP on long-term sick leave. Retired GPs, such as Dr Procter, continue to cover where possible.</p> <p>We have 2 new ST3 GP trainees, Murat and Emily, who will be with the practice for a year. (ST3 Specialty Training – in this case, the specialty they're training for is general practice)</p> <p>One nurse will start maternity leave in November and will be replaced by a nurse on a 12 month contract.</p> <p>Ashley Dawson has been appointed as the new Nurse Lead and the practice</p>	

	<p>will recruit to fill Ashley's previous role.</p> <p>2 new receptionists are now in place on 30 hour week contracts, leaving one vacancy left to fill. All new reception staff undertake a 12 week training programme which includes both on-site and off-site training.</p> <p>The Reception Manager is back from maternity leave.</p> <p>1 medical secretary is on maternity leave and there is one vacancy for a 20 hour administrator. Sheila asked whether the medical secretaries use a medical spellchecker. Currently, they don't but Megan will investigate.</p>	<b>MB</b>
6.	<p><b>Compliments and Complaints</b></p> <p>4 complaints have been received:</p> <ul style="list-style-type: none"> <li>• 1 regarding a delay in test results getting to us</li> <li>• 1 miscommunication re appointment with a GP</li> <li>• 1 regarding removal of stitches where the hospital had not given sufficient information. GP contacted the consultant at the hospital requesting more details to be given in future.</li> <li>• 1 NHS England did not uphold a complaint regarding clinical care.</li> </ul> <p>11 compliments received – praise for reception/GP/Physician Associate and the practice in general.</p>	
7.	<p><b>Any other business</b></p> <p>a. Bob mentioned the car parking lines at Copthorne need repainting. Tina advised that she is in the process of obtaining quotes to repaint the lines at both Copthorne and Pound Hill surgeries.</p> <p>b. Bob asked who deputises for Tina when she is away. In future, Megan will do this, and vice versa.</p> <p>c. Is it possible to remove medications that are no longer required from a patient's repeat list online? Tina suggested that patients can ask for these to be removed in the comments box on the repeat prescription page.</p> <p>d. Jan said that blister packs she has recently had from Copthorne pharmacy did not contain medication information leaflets. Tina replied that all medications should have their info leaflets and she will speak to the pharmacy concerned.</p> <p>e. Margaret asked whether reception staff should give their name when answering the phone. Tina said that, due to recent incidents, she has advised them not to state their name.</p> <p>f. Sheila asked whether members of the PRT are happy to have their names shown on the minutes of our meetings as these are uploaded to the website. All agreed to have this information included.</p> <p>g. Pat wanted to pass on a thank you from another patient who had not had a satisfactory appointment with a hospital consultant. They subsequently booked an appointment with Dr Spensley who clearly explained everything, which took away a lot of worry for the patient.</p>	<p><b>TC</b></p> <p><b>TC</b></p>

	<p>h. Flu and covid vaccinations are now available to book.</p> <p>i. Tina advised that a mock Care Quality Commission (CQC) inspection will be carried out tomorrow by an outside company. This has been paid for by the Integrated Care Board. Although the last CQC inspection to be carried out at the practice was in 2018, Megan advised that a further visit is not expected in the short term.</p> <p><i>(Post meeting note: this mock inspection was unfortunately cancelled and a new date will be arranged.)</i></p>	
8.	<p><b>Date of next meeting</b></p> <p>Wednesday 11 December 2024 12.00 – 14.00</p>	

Appendix: Article placed in Copthorne Village Magazine September 2024

Good news from Pound Hill Medical Group: one of our trainee doctors so impressed us that we have offered him a job, and we're delighted to say he has accepted. Dr George Rajasekar officially started at the surgery in August, so please give him a warm welcome if you have an appointment with him.

In other news, we are starting up a Facebook and Instagram page to provide you with quick updates from the surgery. We'll let you know about health information like our upcoming vaccination campaigns, but we will also put up notices if, for example, we have a fault on our phone line or computer system. Find us at [www.facebook.com/poundhillmedicalgroup](https://www.facebook.com/poundhillmedicalgroup) or @poundhillmedicalgroup on Instagram.

Our vaccination invitations will start going out mid-September. You can find information about who is eligible for a COVID, flu or RSV vaccination on [www.nhs.uk/vaccinations](https://www.nhs.uk/vaccinations).