Minutes of Meeting of the PPG held at 6.00 p.m. in the meeting room at The Cottons

Medical Centre on 12th July, 2023

**Present:**  Sam Adams (SA) Practice Manager, Sandra Cox (SC) Nurse Manager, Helen Boto (HB) Chair,

John Fryatt (JF) Vice-Chair, Janet Harper (JH) Secretary, Jenny Randall (JR) Treasurer, Gwen Cooper (GC), Sue Wathen (SW), Inga Bain (IB),

1. **Apologies for Absence**: Ann Rooney, Mary-Anne Burch

HB welcomed everyone to the meeting and handed over to SC, the Practice’s Nurse Manager who wished to address the meeting. SC asked if the PPG could assist with obtaining posters or large advertising matter on local groups who could offer help and support to patients in Raunds who were suffering from a wide range of ailments and problems. It would be useful if these posters could be affixed to a large board which would be displayed at the Flu Clinics. Often people were unaware of help that was available to them in the local community. She had one such poster ‘Breathing Space’ aimed at those suffering from COPD and ongoing problems after Covid-19.

Members drew attention to the fact that Raunds Library was a source of help for many, even providing a ‘drop in’ facility for those who were lonely and felt in need of contact with others.

The local Fire Brigade could help with advice on fitting smoke alarms and SERVE who were located in Rushden, but were available on the telephone, offered many services such as cheap transport to hospital appointments. There was a ‘Kindness Shop’ in Raunds High Street, offering many items that local residents had given free of charge. The Saxon Hall ran film afternoons where a ticket could be bought for £1 and this included a cup of tea. Also, it was felt that information should be made available to residents as to where the local food bank could be located.

It was also felt that Flu Clinics would be an ideal time to urge people to join the PPG and SA suggested that JF might perhaps design some sort of banner for the occasion.

Members agreed to contact any organisations that they felt offered services for those who were in need in the area and see if advertising posters or material could be obtained.

1. **Minutes of the Last Meeting:** The Minutes of the last meeting held on 29th March, 2023, were agreed as being a true record of events.
2. **Matters Arising from the last meeting:**
3. The Waiting Room already had 4 comfortable, higher chairs, which had been bought by the PPG previously, for those who found the low, rather hard moulded plastic chairs, difficult to use. The £400 recently donated by the PPG had been used to order another of these chairs and it was hoped that this would be delivered soon.
4. At the present time there were no plans to bring back Push Doctor.
5. It had been decided not to extend the period of time between Medication Reviews and not to introduce two monthly repeat prescriptions.
6. PPG Joining Forms would be given to new patients joining the Practice and SA suggested to JF that perhaps a poster or banner could be produced advertising the PPG and the advantages of joining.
7. **Practice Manager’s Report:** SA reported that there had been a 3day inspection of the Practice by the CQC in late June. The feedback appeared to be positive and the results and rating were expected very soon.

There were now 10,150 patients registered with the Practice and in the last quarter there had been 8 complaints.

A GP from the Spinneybrook Practice had been helping out as a Locum. The Cottons have approached someone to join on a permanent basis as a GP Partner.

A community nurse, Alison, had joined and was responsible for housebound patients, but unfortunately another nurse had left. A phlebotomist, who was an ex practice nurse, was to join in mid July and would be working 3 mornings each week. One receptionist, Chantelle had joined, but another was sadly leaving. However, another receptionist had been recruited and would start at the end of July.

SA commented that recruitment was a constant problem.

1. **Report from the Chair:** HB referred to the fact that her attention had been brought to the note which had been given to patients stating that through July and August both Acute and Routine appointments would only be made on the day, either by telephone or ‘face to face’. She also noted that this was on the Practice website and was obviously a measure which had been taken owing to holidays. It was suggested that this new arrangement for the summer months should be communicated to as many people as possible and Raunds Town Voice would be a way of reaching a large percentage of the population.

Some time ago it had been mentioned that it would be useful if the Practice Care Coordinator could spare a short time at the beginning of a PPG meeting in order to explain her role and SA noted this request.

HB reported that in connection with the inspection, she had received a telephone call from the CQC. They had asked her if the PPG were kept informed of changes at the Surgery and had asked a number of general questions which she had answered to the best of her ability.

HB said that with the new system at Flu Clinics it was not felt that a raffle was appropriate, but the PPG would certainly try and source posters and placards from local organisations offering help with problems that the residents of Raunds may be experiencing to display at the Clinics.

A n email had been received by JF, offering to give a talk on diabetes, which could be of interest. It was suggested that we should reply to this effect, but it was noted that any talk would have to be fairly brief, 10-15 minutes at most, in order that we kept the meeting to one hour. GC commented that it would always be interesting to hear a talk on other health conditions that affected patients.

JR commented that as the PPG bank account had been closed and the money donated to the Practice, there was really nothing to report, except that she had kept £92.24 in petty cash for any incidental expenses that may be incurred.

1. **E.N.P.A. Report:** JF reiterated that this body had been renamed from the old LPEG. It was made up of PPG representatives in the local PCN and was recognised by the health service.

The ICB, previously CCG, was undergoing changes, but concerns at the moment were that there was now no official route for the E.N.P.A. issues/concerns to be raised.

1. **Date of Next Meeting:** The date for the next meeting was set for 18th October at 5.00 p.m.

HB requested that everybody should give some thought to local organisations who could offer assistance to residents of Raunds experiencing problems post Covid. Any suggestions should be sent to the PPG who would endeavour to follow them up.

This meeting has been recorded for accuracy purposes only.