Minutes of the PPG meeting and AGM held at 5.00 p.m. in the Meeting Room at The

Cottons Medical Centre on 22nd May, 2024

**Present:** Sam Adams (SA) Practice Manager, Helen Boto (HB) Chair, Janet Harper (JH)

Secretary, Gwen Cooper (GC), Ruth Stokes (RS), Ann Rooney (AR) Lynn O’Shea (LO),

**Apologies:** John Fryatt, Mary-Anne Burch, Jenny Randall, Inga Bain, Ann Robinson

1. **Ms Fenglin Guo – Talk on Medical Research**

The Committee had received a number of apologies for absence and was unsure as to the number of PPG members who would attend the meeting. It was, therefore, decided to ask SA to cancel the proposed talk, which it was hoped could be rescheduled for a future date.

HB welcomed everyone to the meeting and informed them that JF was unfortunately back in hospital following a fall. He appeared to have not done too much damage and was going to rehab for a period of time.

1. **Minutes of the last meeting:**

As the last scheduled meeting could not take place owing to the fact that there was not a quorum, the meeting on 22nd November 2023 was the most recent meeting and these Minutes were accepted as a true record of events.

1. **Practice Manager’s Report:**

SA reported that there were currently 9,956 patients on the Practice list. There had been 4 complaints in the last quarter, 3 of which were clinical and 1 was in connection with the number of appointments available.

There had been 143 DNAs in the last month, which sounded a great deal, but there were instances where the system had recorded DNA , when in fact this was not actually correct. SA had, therefore, decided to take a sample week and analyse it more closely in order to ascertain how bad the problem actually was. DNAs covered appointments with doctors and nurses.

SA was extremely pleased to report that a new GP would be starting with the Practice in July. Her name was Dr. Abdallah and she would be working 3 days each week. This meant that the Practice would have 5 part-time doctors and one full-time salaried doctor, Dr. Oluniyi. It was interesting to note that the definition

of ‘full-time’ was in fact a doctor working 4 days each week. The meeting expressed their delight at this news and noted that this would mean that an extra 75 appointments would be available each week.

LO remarked that with all the new housing being built in Raunds the Practice numbers must be increasing and a new GP was needed. SA replied that certainly we needed another doctor, but in actual fact the number of patients on the list had decreased slightly over the past year.

The Practice’s Community Care Nurse was retiring, but Sue Hately would be returning to the Practice for 3 days each week to cover this loss and would be carrying out home visits for housebound patients. We now had two part-time pharmacists to cover medication reviews and the feedback on these pharmacists was very positive, with patients commenting on how helpful and thorough they were.

The new Contract that had been offered to GPs over the whole country had been rejected by over 99% of GPs. This meant that there would be some action taking place, but GPs had assured patients that they would not strike and action would probably only affect secondary care.

SA confirmed that at last a new telephone system was to be installed which offered a ‘call back’ facility and this would mean that patients would not be waiting in a telephone queue for lengthy periods.

SA reported that our Care Coordinator, Danielle, had created a small area to amuse children in the Waiting Room with story books and colouring sheets. HB remarked that in the past the PPG had funded a piece of expensive activity equipment for children waiting to see a doctor and perhaps this could be located and used. SA replied that unfortunately they had been informed that this type of activity equipment was now prohibited.

1. **Report from the Chair:**

HB reported that she and JH had had a meeting with the Practice Care Coordinator, Danielle, to establish what the job entailed.

Our Care Coordinator is employed by the PCN and reports to the PCN Manager, Rebecca Gane. She looks after the notice boards in the Waiting Room and was responsible for supporting online facilities for patients, liaising between patients and the services that they may require.

At the meeting with HB and JH Danielle mentioned that she had assisted a patient who was experiencing problems using online facilities, and acknowledged that there were probably quite a few elderly people who found this difficult and it would be useful to provide some sort of coaching for them.

Comments were made that patients didn’t seem to look at notice boards in the waiting area, possibly because they were located at the sides of the room.

HB referred to an earlier request that something could be put on the television screen which would promote the PPG and suggest that patients should join.

SA said he would look into this and endeavour to put something relevant on the screen.

The question was asked regarding appointments as to why sometimes a patient’s name appeared on the screen with a request to go to a specific room, but at other times the doctor came to the Waiting Room and called out the patient’s name. SA replied that it was simply that the doctor concerned had chosen to physically come to the Waiting Room and not press the button to put the next appointment up on the screen.

HB said that it was hoped to produce another Newsletter, but in the past JF had compiled and put these together and as he had been suffering ill health over the past year a Newsletter had not been produced. It was suggested that as he was experiencing complex health problems at the moment that perhaps HB and JH could put together news items for him and then ask JF if he could use his expertise in putting these into the programme he used to produce the Newsletters. HB asked the meeting to let either herself or JH know if they thought of any items which should be included in a Newsletter.

1. **E.N.P.A. Report and Annual Review:**

JH said that neither herself nor JF had been able to attend the last meeting, but she had a few copies of the E.N.P.A. Annual Review which were distributed and one would be displayed on the PPG notice board.

At the meeting before last JH reported that discussion had taken place on the point that the ICB (previously CCG) no longer funded the E.N.P.A. (previously LPEG). This meant that there was no money to rent premises for meetings and the E.N.P.A. were indebted to SERVE who loaned them premises free every 6 weeks for this purpose. Also, there was now no money to print the E.N.P.A. Annual Review and it had been funded this year by the Chair person herself. This situation was not acceptable and it had therefore been suggested at the E.N.P.A. that each PPG in our PCN should contribute a small amount towards printing costs. Suggestions had been made that either each PPG should give £10, or perhaps PPG members could be contacted and asked if they would voluntarily give £1 each towards this cost, the money to be collected and then given to the E.N.P.A. Treasurer. This second proposal was accepted at the last meeting of the E.N.P.A. which JF and JH had not attended.

JH said that she would, of course, put out an email asking for voluntary contributions, but was not hopeful that this would yield any money. The members felt that to give £10 from the small amount of petty cash that the PPG had would be a much simpler solution.

1. **Any Other Business:**

There was no other business.

1. **Date of Next Meeting:**

This was set for 6.00 p.m. on 18th September 2024.

This meeting has been recorded for accuracy purposes only.

**DRAFT**