

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON 27th June 2022

PRESENT:

Louise Brown, Marion Grey, Susan Stamper, Pauline Wright, Maria Martin (GP)
Jennie Delaney (Practice Manager), Alan White (Paramedic),
Penny York (Care Co-ordinator)

APOLOGIES: Wendy Jeffs

ITEM	ACTION POINTS
1. Louise welcomed everybody to the meeting and said how good it was to be able to meet face to face again. She then asked each member to introduce themselves. As a matter of interest the PPG had their first meeting in September 2014	
2. East Northants Patients Association (ENPA) For the benefit of the new members Louise explained what this was and said that it had replaced the old LPEG. Louise and Pauline attend these meetings on our behalf. There is a website where information is shared	
3. Practice Managers Report: Jennie began her report by giving an update on staff movement. Sarah Jane the HCA, Karen Frost a part time nurse, Sarah Stringer and Sharon, a locum, have left the practice. New members are Miranda Grey who will work three days a week doing baby jabs, smears, diabetic and respiratory cases. Maggie Knowles will be in on a Wednesday dealing with smears, COPD, and asthma cases and Perpy Garcia is doing jabs and smears. All areas are covered and the Practice can pull on other services if needed. A new receptionist called Ellie is joining the team. She has worked previously at the pharmacy. Receptionist, Penny York, is the newly appointed Care Coordinator who will support patients and monitor targets. There is a quality improvement programme supporting patients with various illnesses e.g. cancer. There is now a part time receptionist covering the desk in the afternoons.	
4. Appointments: Appointment availability is five days a week with seventy two appointments per thousand patients. This includes GPs, nurses and clinics. All work is recorded. Cases are triaged and care navigation templates are designed so that the patient receives the correct help and support.	
5 CQC: An hour long meeting took place last Monday (20 June 2022) when the previous report was discussed and the listed improvements made were examined. The review included PPG, patient feedback and complaints. Feedback was received the following Friday and all was good. Another visit is due soon.	

<p>6. Complaints: There were eighteen formal complaints mainly concerning GP appointments. 11% were upheld. It was stressed that complaints are welcome as they are the way forward to making improvements. Concern had been expressed as to the prescription procedure. These are done electronically and should be ready within 48 hours. Obviously things can go wrong but every effort is made to try and prevent this. Patients are not allowed to have full access to their medical records as of yet.</p>	
<p>7. AOB (a) Referrals: A committee member raised the subject of referrals and detailed their own personal concerns. These were discussed and advice given. (b) Help for Patient Groups: Alan said that he would like to start up some groups to help various sections of patients, veterans and carers being two examples but others were suggested. These could be held, say, every three or four months and he wanted to know if the PPG group could help. It was agreed that PPG members would help in any way possible. Alan agreed to prepare a formal proposal to move this initiative forward.</p>	<p>Alan to write the Plan</p>
<p>Date of next meeting: to be arranged</p>	
<p>There being no further business the meeting closed at 11.50am</p>	

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