

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 0930 AM ON THURSDAY, 3 AUGUST 2023

Present: Louise Brown, Marion Grey, Susan Stamper, Pauline Wright
Jennie Delaney (Practice Manager), Penny Carr (Care Co-ordinator)

1. Apologies: Wendy Jeffs

2. Welcome. Louise welcomed everyone to the meeting

3. Minutes and Matters Arising: The minutes had been circulated and taken as read. There were no matters arising.

4. Practice Manager's Report: Jennie gave a comprehensive Practice Report since the meeting in June.

(i) Staffing

Jennie confirmed that the staffing situation is now stable

- Dr Stocks, the new GP recently employed by the Partnership, now works at the Practice on Tuesdays and Fridays & replaces the locum. Dr Stocks is a very experienced GP & is particularly knowledgeable regarding mental health and safe guarding issues.
- Practice Nurse, Roxana Radoi, has completed her training and provides smears, travel advice/jabs, baby care etc. Hence she is an asset to the nursing team.
- Sharon Gilson, Nurse Practitioner, is undertaking a pan professional nurse advocate course in September.
- The Practice now has a Clinical Pharmacist whose availability will increase with time.
- The Pharmacy Technician carries out medication reviews.
- The Paramedic carries out home visits.
- All new staff have induction & training.
- Blood Tests are carried out but at a loss to the Practice.
- Mental health reviews are undertaken as appropriate & include a health MOT with the Health Care Assistant and a review with the Paramedic.

(ii) Appointments & No Shows

Jennie reported on the key issues, namely:

- More GP appointments are now available with the addition of Dr Stocks to the clinical team.
- The enhanced access appointment services are available at The Cottons, Raunds and Harborough Fields Surgery, Rushden. Appointments are booked via the Reception team
- In July there were 3,060 appointments across the board and 43 DNAs. These missed appointments amounted to 71 hours of lost time. It was agreed by all that these statistics should be displayed on Face Book, on the television screen, and by a poster in the waiting room although it was recognised that this will take time.

Action : Jennie & Penny

(iii) Care Quality Commission (CQC)

The last direct monitoring approach (DMA) inspection had taken place in June 2022. Jennie advised that all data are monitored monthly. The last full inspection was held in 2018 so another could be due. However Jennie stressed that all data are kept up to date as a matter of course. Jennie has focused extensively on this since January with emphasis also on staff

well being and peer to peer reviews. **Action : Jennie to keep CQC Inspection criteria under review.**

iv) Coffee Mornings.

Penny advised that the over 64s coffee mornings were on hold as no one had been coming. However, if anyone should come in then Penny would go down to meet them. The feedback from the Bereavement coffee mornings had been positive and one patient in particular had found the support given very helpful.

It was agreed by all that the Veterans coffee group should be held in the morning and details for the next one will be issued once it has been arranged. **Action : Jennie / Penny**

(v) Complaints

Jennie reported on a recent complaint around a medication issue. The complainant had contacted the MP and then NHS England. The prescribing team had double checked details and Jennie fully supported what the patient had been advised by the team. Jennie advised that much time had been spent in fully investigating the complaint,

5. Future PPG Meetings:

Now that the Practice is stable Jennie proposed and it was agreed by all that PPG meetings would now take place quarterly. However in the event of any important issue arising then a special meeting would be convened. Hence the next PPG meeting will be held on **Wednesday, 15 November at 9.30 am.**

The meeting Agenda will include the Practice Manager's Report, the Care Co-ordinator's Report, Chairman's ENPA Report.

6. Newsletter

Jennie proposed and it was agreed by all that the Newsletter should be reinstated. In the past members have written about a particular subject with some general article and some relevant to the time of year. It was agreed to call the Newsletter 'NEWSFLASH'. Hence all articles should be submitted to Louise by the 31st October. **Action : Everyone to email articles to Louise by 31 October.**

7. Date & Time of next PPG Meeting

The next meeting will be held on **Wednesday 15th November at 9.30am**

There being no further business the meeting closed at 10.50am