

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD AT 09.30 AM ON WEDNESDAY, 14 DECEMBER 2022

PRESENT:

Practice Team : Jo Carr (Practice Manager), Penny York (Care Co-ordinator)

PPG Volunteers : Louise Brown (Chair), Marion Grey, Pauline Wright, Wendy Jeffs

APOLOGIES: Susan Stamper

1. Introduction

Louise opened the meeting and talked about the very eventful year and the changes within the Practice

2. Review of Minutes

The Minutes of the previous meeting held on 16 November 2022 and matters arising were discussed.

i) Website

Jo reported that work to update the Website is ongoing. She recognised the need to stress the availability & importance of using other avenues for medical assistance, such as the *pharmacy, dialling 111 and the Corby Urgent Care Centre*. Jo will prioritise the required Website changes. **Action : Jo.**

ii) Woodford Facebook Page

The Practice services are to be promoted in the local Thrapston/Islip & Woodford Facebook pages. Marion agreed to send Jo, for her approval, details to go onto the Woodford Facebook page in the New Year. **Action : Marion & Jo**

iii) Proposed Thrapston Walking Group

Marion will investigate the Woodford Walking Group in order to get one off the ground in Thrapston and report back to the next PPG meeting. **Action : Marion**

3. Practice Manager's Report

Jo gave a detailed report on the latest Practice news.

i) Clinical Staff

A new Practice Nurse has been recruited & is due to start in the New Year. Miranda, the other Practice Nurse, is undertaking a chronic disease management diploma to enable her to run Diabetic & Respiratory clinics. The Practice is still looking to recruit a Prescribing Nurse but this is proving to be a real challenge.

Two locum GPs are now working in the Practice on Wednesdays & Fridays alongside the 2 regular GPs. Hence, the service has improved.

ii) Appointment Availability

The shortage of appointments is nationwide not just at The Meadows. The Practice endeavours to offer 72 prescribing appointments per 1000 patients daily. This includes telephone consultations.

iii) Complaints

Jo handed out a very comprehensive spreadsheet detailing the formal complaints received, with outcomes and actions following investigation. Everyone agreed that this was very useful and it was noted that complaints are going down overall. It was unanimously agreed that patients need to be aware of the overall Practice services & have a better understanding and expectation of the care provided by Clinicians as well as the GPs. The Website (see point 2 i) and notes on prescriptions would help here. **Action : Jo**

Marion raised a recent incident within the Surgery following which the issue had been taken up and used as a learning experience with additional training implemented. The front line service has now improved & Jo was requested to pass this important positive experience on to the team. **Action : Jo**

iv) CQC Inspection

This is ongoing & Jo is awaiting news from the CQC as to when the next audit will take place. **Action : Jo to keep under review**

v) Pharmacy Services : Surgery / Pharmacy Liaison

Jo informed the group that the Pharmacy receives payment for the extended services available in providing treatment and information to patients. Most important is that the Pharmacist reports back to the GP when a patient health problem is identified so that appropriate clinical action can be taken and to ensure continuity of care.

3. Tuesday Drop In for Over 64s & Vulnerable Groups

Penny reported that the Tuesday morning Drop is slowly moving. It has been advertised in the charity shop, post office and chemist. It is an ideal opportunity to support those with particular needs/concerns since there is more time for conversation. Penny was pleased to confirm that she had successfully referred a husband and wife to the GP. It was important that the Practice PPG continues to promote the Tuesday Drop In sessions and for volunteers to attend on a Tuesday morning as and when they can. **Action : All**

PPG members believed that once this service gets onto the local 'jungle drums' it will be used more & the Veterans/Carers Group proposal can be pursued. Louise had been in touch with the local Royal British Legion & had passed contact details to Jo. Louise confirmed that the RBL Committee Member would like to come along to discuss the proposal further with the Practice PPG. **Action : Jo / PPG – invite local RBL member to PPG meeting.**

4. AOB

Thrapston Chat and Community Matters Facebook page has been very active in giving the Surgery negative reviews. It was unanimously agreed not to respond nor engage in any conversation on social media. Only formal complaints will be dealt with as per the Practice's complaints policy (see 3iii)

5. 2023 PPG Meeting Dates

It was agreed that PPG meetings will take place every six weeks going forward but additional meeting(s) would be convened should the need arise. Louise to issue proposed meeting dates for 2023. **Action : Louise**

Louise closed the meeting and wished everyone a very happy Christmas and New Year

The meeting closed at 10:45