

# THE MEADOWS SURGERY

## MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 09.30 AM ON WEDNESDAY, 15 NOVEMBER 2023

**Present:** Louise Brown, Marion Grey, Wendy Jeffs, Penny York (Care Co-ordinator)

**1. Apologies:** Susan Stamper, Pauline Wright, Jennie Delaney (Practice Manager)

**2. Welcome.** Louise welcomed everyone to the meeting and noted the apologies

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

**4. Practice Manager's Report:** Penny gave the Practice Report that Jennie had emailed which covered the period since the meeting in August.

### ***(i) Staffing***

The staffing situation remained stable. There had been no new staff or changes at the Practice.

### ***(ii) Reception, Appointments & No Shows***

There had been some issues with patients now starting to queue at the door again before 8.00am.

Penny had been designated to work on Reception for the first hour of her working day. This has, however, had an impact on her own workload.

### ***(iii) Clinics***

The uptake for the Flu vaccination clinics had been high & the response to the Covid vaccination clinics had been excellent.

COPD clinics are being run by Sharon Gilson & Becky Thornton with Becky also taking the Diabetic clinic.

### ***(v) Complaints***

Jennie continues to action complaints. There are ongoing issues with patients and medications. There have been incidences of insufficient time from prescriptions ordered to them being available at the chemist which has led to patient complaints. The pharmacy is often swamped by prescriptions being issued in bulk from both Thrapston practices. Hence, the Practice Team is requested to submit prescriptions in a timely manner & to remind patients to allow sufficient time for the pharmacy to dispense them. **Action : Jennie to raise with appropriate Practice Team members.**

### ***(vi) Telephone System***

A new cloud based telephone system is under investigation as patients continue to have difficulties with the present system.

## **5. Care Co-ordinator's Report**

### ***i) Coffee Mornings.***

Penny advised that the Bereavement group goes from strength to strength & continues to provide a valued service. She will add a Memory Tree in Reception for Christmas. PPG members commended Penny on all her efforts. **Action Penny.**

The Veterans' Memorial went well & Louise proposed that the Veterans' Coffee Morning 2024 calendar be prepared so that they can be promoted & PPG members can diarise the dates **Action : Jennie / Penny**

## **6. Communication**

### ***i). Newsletter***

It was agreed that the aim will be to issue this twice a year, but this will be depend on subject matter, Practice news and health recommendations

Marion agreed to research *'being left with a post Covid cough'* for inclusion in the next issue.

**Action : Marion**

### ***ii). Facebook***

Penny advised that the Facebook page has had good feedback in the main but that there had also been some negativity which is only to be expected.

### ***iii) Website***

Penny confirmed that the Website continues to be updated regularly. Louise proposed that the PPG is promoted here to raise awareness & encourage more patients to join.

**Action : Jennie**

## **7. ENPA (East Northants PPG Association)**

Louise gave a summary of the recent ENPA meeting. Jo Goosen, Co-ordinator – The Transformation Delivery Team for the Integrated Care Board - had given a presentation on 'The Diabetes Network'. It had been ten years since the pathways for Diabetes treatment had been implemented & hence these are under review. The goal is to prevent hospitalisation on Diabetic health issues regarding podiatry, blood, eyes and diet. Jo will submit a poster for display in Surgeries with a view to identifying patients who have used the pathways who would be interested in giving their views on service development.

**Action : Louise to forward the Poster and details when they are to hand.**

## **8. Any Other Business**

Marion asked about check ups for the over 75s. She noted that neither Louise nor Wendy had been contacted regarding over 70s check up which were part of the GP remit.

**Action : Penny to investigate.**

## **9. 2024 PPG Meeting Dates**

The PPG Quarterly Meeting dates are as below.

**09.30, Wednesday : 17 January, 20 March, 19 June, 18 September, 11 December**

The next meeting will be held on **Wednesday 18 January 2024 at 9.30am**