

# THE MEADOWS SURGERY

## MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 0930 AM ON WEDNESDAY, 7<sup>th</sup> JUNE 2023

**Present:** Louise Brown, Wendy Jeffs, Susan Stamper, Marion Grey and Penny Carr (Care Coordinator)

**1. Apologies:** Pauline Wright and Jenny Delaney (Practice Manager)

**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:**

Penny gave a report on behalf of Jennie Delaney, namely:

**(i) Staffing**

Penny confirmed that the staffing situation is stable.

**(ii) Reception - Telephone System**

The receptionists continue to do an excellent job. Penny advised that the Practice is moving to a cloud-based telephone system which will be shortly introduced. It will enable patients to have a call back and prevent long waiting times on the phone

**(iii) Appointments & No Shows**

Penny advised that DNA incidents are under constant review. She advised that there are some patients who have frequent appointments and that children are mainly seen by a GP. Patients who do not attend appointments are contacted to identify the reasons why.

The pharmacists also have patients going to them for consultations without any referrals from the surgery. However they can only prescribe over the counter medication.

**(iv) Complaints**

Penny reported that one patient had contacted their MP before consulting with the surgery. It was pointed out that the practice has a formal complaints process & patients must follow the practice protocols.

Louise advised that she had received a complaint from a patient who alleged that she had repeatedly telephoned the surgery but there had been no response whatsoever to her telephone calls. Hence the patient visited the Surgery and when she mentioned to the receptionist that her telephone calls had remained unanswered, she was advised that the telephone had been unplugged because *'they were too busy'*. This issue is to be investigated.

**Action :** Louise to email the details to Jennie Delaney & Penny York in order for the issue to be investigated

**(v) Covid**

Penny advised that patients over the age of 75 had all been offered a Covid booster. However, the uptake had been poor.

## **5. Age Well**

At this point Artemist Cottr, the team leader for Age Well, joined the meeting & gave an overview of the organisation and its work. She advised that Age Well was formed in 2021 & gave details of what the organisation offers. An individual's needs are identified and an action plan developed to meet their requirements. The multi disciplined meetings are held every Tuesday whereby a 50-minute uninterrupted consultation takes place with input from GPs, clinical pharmacists, clinical nurses, AGE UK, adult social services with a care co-ordinator from Northants.

The organisation is very much proactive rather than reactive in as much as anybody can refer themselves. Age Well follows up with the patient at regular intervals.

The criteria are being given to practices and publicity for this important work is vital. Data and feedback already show a reduction in hospital admissions. Louise thanked Artemist Cottr for her interesting summary of the work of Age Well.

**Action : Jennie to add to TV screen & Website as appropriate**

## **6. The Veterans' Coffee Mornings.**

Penny advised that the next one will be held during an afternoon in late June and Penny or Jenny will confirm the exact date. **Action : Jennie / Penny**

Penny confirmed that the Bereavement Coffee Mornings are very much appreciated by the attendees.

## **7. TV screen, Face book and Website.**

Penny advised that she is waiting to hear back from the sponsors as regard updating the TV screen. Face book and the website are up to date.

## **8. AOB.**

### **(i) ENPA**

Louise advised that at the last ENPA meeting there were two excellent speakers; one from Alcoholics Anonymous and one from Suicide Prevention. Both speakers would like to come and speak at the Veterans' and Bereavement Coffee Mornings. This was agreed as an excellent idea. **Action : Louise to email Jennie & Penny the contact details.**

## **9. Date & Time of the next meeting.**

Details of the next meeting will be confirmed.

There being no further business the meeting closes at 10.40 am

**Future 2023 Meeting Dates for the Diary :**  
**12 July, 25 October, 15 November, 6 December**



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