

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD AT 09.30 AM ON WEDNESDAY, 23 JANUARY 2023

PRESENT:

Practice Team : Jennie Delaney (Practice Manager), Penny York (Care Co-ordinator)

PPG Volunteers : Louise Brown (Chair), Wendy Jeffs, Susan Stamper (Secretary),
Pauline Wright,

APOLOGIES : Marion Grey

1. Introduction

Louise welcomed everyone to this the first meeting of 2023. She extended a special welcome to Jennie who had recently returned to the role of Practice Manager. Jennie confirmed that she had settled in well and that her practice management remit was for The Meadows, with management support for the group.

2. Review of Minutes & Matters Arising

The Minutes of the previous meeting held on 14 December 2022 had been circulated and taken as read. There were no matters arising,

3. Chair & Secretary

Louise agreed to carry on as Chair and Susan agreed to continue as Secretary.

4. Aims & Objectives for 2023

After discussion it was agreed that our aims should be :

- To promote the Tuesday Coffee Mornings and extend to other groups **(Action : All)**
- To send a letter out to Carers & Veterans **(Action : Jennie / Penny)**
- To help at the forthcoming Flu Clinics as we had done pre-pandemic **(Action : PPG)**

4. Practice Manager's Report

Jennie gave a detailed report on the latest Practice news.

i) CQC Inspection

Jennie reported that at the previous audit the Practice had been 'Good' in all areas. The recent change had been registered & Jennie is awaiting news from the CQC as to when the next audit will take place. The CQC takes a direct annual monitoring approach & this is reviewed remotely. **Action : Jennie to keep under review**

ii) Clinical Staff

Jennie gave an overview of the current clinical staffing levels.

- *Sharon Gilson* (Advanced Nurse Practitioner) works 32 hours a week. covering minor illness treatment.
- *Roxana Radoi* (Practice Nurse) works 30 hours a week. She is very experienced in wound care and dressings & will be undertaking further training for smears to extend her skills.
- *Dr Lansley* will be working 3 days a week.

- *Dr Sami* will be working on Tuesdays.
- *Dr Anbit* is a locum who will be working on Fridays
- *Dr De Silva* is the clinical lead & handles clinical management, investment impact work, CQC, patients on opioids. Telephone reviews are held with patients who are on many different medications.

iii) **Reception** is covered by at least two members of staff and there are new procedures in progress with more staff in place on a Monday. There are 4 telephone lines into the Surgery, and two going out. Louise recommended that the answering message is updated to advise callers that aggression and verbal abuse will not be tolerated. **Action : Jennie to action this.**

iv) Appointments

Jennie confirmed that there are now additional 'on the day' appointments with the increase in staff. Sharon can prescribe and Alan deals with minor illness. Online appointments are available for asthma, smear tests, NHS health checks, suture removal, blood tests.

v) Complaints

Jennie reported that there had been 9 formal complaints in the last 3 months. The majority have been addressed with just one pending. All formal complaints are recorded on the designated spreadsheet as evidence of actions and for analysis.

vi} Website

Jennie advised that improvements have been made & she is having training to understand how data is uploaded. This will to enable her to be more involved & make minor changes as & when required. **Action : Jennie**

vi Surgery Communication

A new Facebook page has been set up to share up to date information with the community. Unfortunately there are no maternity services currently at the Practice.

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

Penny reported that these are gradually building up. Alan will be contacted regarding the liaison with the Royal British Legion of the proposed inclusion of Veterans **Action : Jennie / Penny to discuss with Alan.**

5. AOB

No items were raised.

6. Date & Time of the next PPG Meeting

09.30 am on Wednesday, 9 March 2023

2023 Meeting Dates

19 April, 31 May, 12 July, 25 October, 15 November, 6 December

The meeting closed at 10:40