

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON WEDNESDAY, 16TH NOVEMBER 2022

PRESENT: Louise Brown, Marion Grey, Susan Stamper, Wendy Jeffs, Pauline Wright, Jo Carr (Practice Manager), Penny York (Care Co-ordinator) and Dr Ejaz

APOLOGIES: There were none

ITEM	ACTION POINTS
<p>1. Introduction. Louise welcomed everyone to the meeting and said how good it was to see everybody again. She then asked each member to introduce themselves.</p>	
<p>2. PPG Members' Expectations. A long discussion took place outlining the aims and expectations of the group. Key themes raised were:</p> <p><i>i) Communication</i> – of changes, initiatives, procedures. It was agreed to update patients of any significant changes by text and to send a letter to those patients who do not use modern technology &/or have learning difficulties. This would raise patient awareness, reduce misunderstanding & improve efficiency.</p> <p><i>ii) Website</i> - The importance of the Website & data accuracy were stressed. The Website has to include important patient information and relevant community work. Jo will review to ensure everything is up to date.</p> <p><i>iii) Practice Structure</i>– This has recently changed and the aim now is to increase patient numbers from the present 5,000 (approximately) to 8,000. This would enable the Practice to increase the services available through additional funding whilst ensuring the balance between patient numbers, increases to services & finances is maintained.</p> <p><i>iv) Promote The Meadows</i> – It is very important that the Practice is attractive to new patients by way of its people, its excellent services & best practises. The aim of the Practice going forward is to raise the profile of The Meadows by sponsoring local events, village fetes & having a stand at The Charter Fayre. The services on offer are to be promoted in the local Thrapston/Islip & Woodford facebook pages.</p>	<p>Jo to instigate SMS & letters</p> <p>Jo to review & ensure updates are made</p> <p>Partners</p> <p>All</p> <p>Pauline & Marion</p>
<p>3. Practice Managers Report Jo advised that she will be with The Meadows as Interim Practice Manager for a minimum of one year. The staff are very supportive & she works closely with Penny York, the Care Co-ordinator. Jo will ensure that the points raised & actions agreed at the PPG meetings are communicated to participants at both the Clinicians' meeting & the Receptionists' meeting.</p>	<p>Jo to update teams</p>
<p>iii) Training Jo confirmed this is constantly reviewed & improvements implemented as appropriate. (See point vi).</p>	<p>Ongoing</p>

<p>iv. CQC Inspection. Following the telephone appraisal earlier this year, Jo advised that an onsite audit will happen soon as there has been a change in the Registered Managers at the Practice & she is working with the teams in this regard.</p>	Ongoing
<p>v. Appointments & Continuity Video appointments are now offered & patients will be informed of this. With the practice being part of the group, then doctors from the other practices could be called upon if need be. The Community Pharmacist offers a consultation service to deal with minor ailments & common conditions & patients will be reminded of this.</p> <p>It was agreed that those patients with chronic conditions receive continuity of care from the doctor who has been handling their case where possible to ensure patient confidence.</p>	Jo / receptionist team Doctors
<p>vi. Complaints Jo reported that there have been 11 formal complaints since her appointment in September. These related to appointment access, quality of care received and the attitude of receptionists. 4 complaints have yet to be reviewed; 1 was partially upheld; 3 were upheld; 2 were not upheld. Jo to provide more information on any care complaints when they arise.</p> <p>Complaint issues are discussed at both the Clinical & Reception Team Meetings. Learning & improvements are identified, acted upon & incorporated into ongoing training as appropriate.</p>	Jo Jo & Teams
<p>vii Services Dr Ejaz confirmed that <i>minor operations</i> are carried out at the Practice Thursdays.</p> <p>Penny handed round leaflets giving details of the Over 64s Drop In Sessions the first of which will take place on Tuesday, 22 November. at 10am. Details will be publicised on the local facebook sites & the leaflets will be displayed in the Library & the Chemist. PPG members were invited to attend this first Drop In session.</p> <p>Following the last PPG meeting when the setting up of a Support Group for Veterans & their Carers was discussed, Louise had contacted Judith Warren, Committee Member of the local Royal British Legion. Louise had emailed the previous Practice Manager with the contact details & will send these to Jo.</p> <p>Other services that were identified going forward were the reintroduction of a Mother & Baby group especially as new mums were often lacking in confidence hence there is a need for a Midwife at the Practice.</p> <p>Marion advised that there is a Walking Group in Woodford & she would discuss with 2 group members what is involved. It was agreed by all that it would be good to set up such a group in Thrapston.</p>	Pauline / Marion Louise Louise Jo / Partners Marion
<p>Date of next meeting: Wednesday 14th December at 9.30am</p>	

The meeting closed at 11.30 am