

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP AGM HELD AT 09.30 AM ON WEDNESDAY, 17 JANUARY 2024

Present: Louise Brown, Marion Grey, Wendy Jeffs, Susan Stamper
Jennie Delaney (Practice Manager), Penny York (Care Co-ordinator)

1. Apologies: Pauline Wright

2. Welcome. Louise welcomed everyone to the meeting and wished them a Happy New Year.

3. Roles.

Louise agreed to be Chairman for a further year and Susan agreed to be Secretary Marion agreed to deputise as Secretary should Susan be unavailable.

4. Minutes and Matters Arising: T

The minutes of the meeting held on 15 November 2023 had been circulated and taken as read. There were no matters arising.

5. 2023 Review.

Louise confirmed that the Aims & Objective had been achieved, namely;

- a) To promote Tuesday Coffee Mornings & extend to other groups;
- b) PPG members to assist at the Flu Clinics

It was agreed that PPG members would continue to promote & attend the Coffee Mornings in 2024 whenever possible and promote patient awareness & education.

6. Practice Manager's Report:

Jennie gave the Practice Report which covered the period since the 15 November meeting.

(i) Appointments:

Jennie advised that there had been 3062 clinical appointments of which 1209 had been with a doctor. She confirmed that a GP lead is on duty every day & that there are 2 GPs on duty, 2 days per week.

(ii) Staffing / Reception

The staffing situation remains stable. There had been no new staff or changes at the Practice. However, one of the Receptionists is leaving shortly & recruitment is underway for a replacement.

(iii) Telephone System

An Engineer was on site on the 15 January & the Practice will upgrade to a Cloud based telephone system within the next 6 weeks. Staff training is underway & initially the 2 telephone systems will run simultaneously. There is no cost to change to the new system but there will be a charge to cancel the present one

The Cloud based system will enable patients to call the Surgery and maintain their place in the queue should they decide to hang up & be called back later.

(v) Formal Complaints

Jennie summarised the complaints' investigation following which only one had been upheld.

(vi) Prescription Management.

Following an issue highlighted by a Thrapston pharmacy team member regarding the pressures of fulfilling prescriptions from the two Thrapston practices, Jennie confirmed that prescriptions are signed off by the prescriber at the end of each of the morning & afternoon clinics. She confirmed that there is a contractual 48 hour turnaround but this was usually managed in 24 hours. Sometimes the local pharmacy experienced stock issues but Jennie pointed out that prescriptions can be presented at a number of different pharmacies (eg. Tesco's & Lloyds) some of which offer free delivery.

It was agreed that patient education needs to be promoted to highlight these alternatives.

Action : All

(vii) CQC

Jennie advised that no immediate inspection is anticipated as the CQC remotely monitors services from data available from the Web. Should any issues arise then a review would be instigated sooner.

7. Care Co-ordinator's Report

i) Coffee Mornings.

Penny advised that Veterans are sent a letter or text advising the date & the next Veterans' Coffee Morning will take place between 10.30 & 11.30 am on Wednesday, 28 February 2024. This will be an opportunity to discuss their wants and needs & discuss experiences.

Action : PPG Volunteers to attend if available.

The Bereavement group continues to provide a valued service to members of the Practice. Usually there are 3 regular attendees but sometimes more. The practice sends a letter of condolence to the next of kin and the Bereavement group gives step by step support. (The Practice also sent out new baby cards.)

Louise had been advised by a potential new PPG member that some local councillors would like to come along to the Coffee Mornings as their aim was to be active within the community. After discussion it was agreed that Jennie & Penny would identify a process for requests from the wider community to attend the Coffee Mornings. **Action : Jennie/ Penny / Alan.**

7. ENPA (East Northants PPG Association)

Louise reported that the AGM had taken place on the 14 December 2023. The Annual Review had been issued & copies passed to The Meadows. ENPA continues to work with James Gillespie-Allen (Patient Engagement Lead for the ICB – Integrated Care Board) for a route to pass on the views & concerns of members. The aim is for other PPGs across the County to form their own versions, using ENPA as a model.

The first ENPA meeting of 2024 is 25 January & Pauline will be representing the Meadows PPG.

8. Communication

i). Newsletter

The last Newsletter was issued in November 2023. It was agreed to include articles on Patient Education as well as Post Covid health issues in the next edition. Copies will be left on the chairs in the waiting room for patients who do not use the internet. It was agreed that the aim will be to issue this publication twice a year, depending on subject matter, Practice news and health recommendations **Action : All**

ii) Website

Jennie agreed to update the Website with PPG Meeting Minutes for 2022 & 2023.

Action : Jennie

9. Any Other Business

(i) Potential PPG Member Louise had been in touch with a potential new PPG member who was interested in joining the Group. She had experience with the Town Council and currently worked mornings. It was agreed to invite her along to the next PPG meeting.

Action : Louise

(ii) NHS / GP issues

Pauline had highlighted a post on social media regarding a proposed meeting to be held in Thrapston for anyone experiencing problems with their NHS GP Surgery. It was noted that the instigator is someone who is constantly on Facebook complaining about both the Thrapston surgeries who then takes down the post if people disagree with him. Neither the Practice nor the PPG ever respond to social media comments.

9. 2024 PPG Meeting Dates

The PPG Quarterly Meeting dates are as below.

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

There being no further business the meeting closed at 10.20am