

STOURPORT MEDICAL CENTRE
INTERIM PATIENT PARTICIPATION GROUP

3 November 2022

13.00 Meeting Notes

Stourport Medical Centre Board Room

PPG Members Present:, Jo Dillistone, Richard Collie, Tim Berry, Christine Farlow, Chris Evans, Colin Farlow, Beryl Talbot, Trish Wheal, Angela Coombe, Tony Gavin, Jackie Griffiths, Liz Bloomer, Kathy Russell

Apologies:

- Welcome and Introductions
- Apologies – None
- Notes from last meeting – not relevant as it was a single agenda item discussing open day.
- Update on new appointments process – Donna reporting
 - ongoing development in this area but there are now more face to face appointments available and some receptionists are able to book directly into them if they feel a Doctor's appointment is necessary.
 - Lots of locum doctors being booked to try to keep up with demand.
 - The Practice are involved with the NHSE Accelerate Programme who are trying to help develop processes to cope with demand. It seems more often than not we are teaching them and they are taking back ideas from Practice to help others.
 - Specifically we are no longer allowing out of area registrations.
 - People moving out of area must go off register unless medical reason not to.
 - A Duty Doctor support idea is being trialled. Patients who ring in are sent a text with a link to send information in which will be reviewed by a doctor and responded to. Hope is to reduce need for face to face or GP telephone calls.
- Covid and Flu update – Practice feel it is going well. No supply issues. Interestingly a number of comments round the room that quite a few elderly and immune system compromised patients do not seem to have been contacted by the central team. Please advise Team of names if known.

Covid support volunteer rota needs to be updated with new clinics.
- WFHP update – SMC receptionist recruitment proving difficult. Ideally need 3 but none suitable yet. 5 more being interviewed shortly.

- Nurse recruitment – SMC need a new Practice Nurse. Interview next week.
 - GP recruitment – 5 responses saying they want to come here. Ideally we need 2 so this looks hopeful.
 - Physician associate – one leaving and one joining.
 - Issue with raw sewage backing up into car park through drains. Severn Trent are on the case but to date have been ineffectual Environmental health are aware and on the case.
 - Open day is now 12 November with a 10.00 am start. Please be there 9.30 – 9.45
- Need to regularise the PPG. We will recall the current set up was as an Interim arrangement until we were in new build. Delays mean we are still in the same state. At a meeting in the new year we need to discuss how to regularise. Suggest the March 2023 meeting.
 - Next meeting 26/1/2023 13.00 in SMC Board Room and then every two months thereafter.