

Aylmer Lodge and Cookley PPG 2pm Tuesday 17 May 2022 at the surgery.

Attended by Corinne Wood (Practice Manager), Cathryn Plain (Chair), Alison Price (Secretary), Barbara Pugh, John Wilson, Mary Payne, Melissa Rogers, Audrey Jones, Heather Fulcher, Carol Hinett.

Apologies : Julia Stanfield, Margaret Clilverd, Joan Kidd, Keith Lawrence, Elaine Botfield, Barry Hibble.

1. Cathryn welcomed members to the meeting, accepted apologies and explained that Andrew Muller had offered his resignation.

2. Minutes from the last meeting were approved. Matters outstanding -

There had been continuing concerns about service at Cohen's. Corinne had raised these with the pharmacy. A new head pharmacist has recently been recruited and this is hoped will bring improvements. One member reported a good experience but other PPG members were still receiving feedback about poor practice and asked whether the new manager could be invited to a PPG meeting.

ACTION Corinne to invite to next meeting.

Changes to the practice website will include a link to options for instance renewal of sick notes.

ACTION Corinne to check whether there could also be a facility to cancel appointments and to raise compliments concerns or complaints.

3. Practice Report

Corinne reported that the worst of covid was hopefully over .There were no staff currently off sick with it. A new system introduced has freed up a GP for more appointments; 2 new practice nurses have been appointed;the diabetic specialist nurse is retiring next year;there is a dispensing team of 4 at Cookley; 2 new receptionists have been recruited and it is hoped this will improve the answering times on the telephones;a new GP is taking up post ;another GP is due to take maternity leave.

The surgery are still vaccinating the over 75 age group and continuing to vaccinate the housebound. One member expressed concern about overcrowding and waiting times at some vaccination clinics . Corinne was keen to praise staff for the extraordinary effort they had made vaccinating over 75000 patients. The surgery are waiting for confirmation that the winter covid booster will be administered with the flu vaccine.

5. Patients feedback

Several members reported feedback from patients about continuing difficulties with getting through on the telephone, the ring back system not always in use, and getting timely appointments.

Corrine recommended that patients registered online and booked appointments that way.

ACTION Corinne to look at the possibility of freeing up more appointments.

If patients want timed telephone consultations, these need to be booked online. Otherwise they are only given morning or afternoon timeframes.

A member raised the check in machine in reception on and was assured that this process did direct patients to the correct floor.

A member asked about the new housing build in Cookley and how this would impact on the practice. Corinne reported that they had just been granted planning permission to reconfigure the surgery at Cookley which would enable them to take more patients.

6. Speakers.

Cohen's to be asked to attend the next meeting. A senior nurse, reception manager and staff member responsible for registering new patients,social prescribing service and Healthwatch all agreed as speakers for future meetings.

7. Patient Questionnaire. This is not high on the partners agenda and we will revisit this later in the year.

8. Anniversary event - 10years in the new building. It was agreed that PPG will be involved in this event on October 27th and we may do this jointly with Northumberland House.

9. Recruitment and raising the profile of the PPG.

It was agreed that PPG could have a table in the surgery once a month to promote the work of the PPG to patients. The PPG leaflet needs to be refreshed.

ACTION Melissa and John to liaise together to suggest changes to the leaflet and bring back to the next meeting.

ACTION Alison to bring a rota template to the next meeting

ACTION Cathryn to design a POG notice for the table.

At the AGM, Dr Carter had committed to helping recruit a diverse PPG membership.

ACTION Corinne to speak to Dr Carter about recruitment.

The next PPG meeting will be at 2pm on Tuesday 26th July.

Please note the actions agreed at the AGM will be discussed at this meeting.

Alison Price