

## Minutes of PPG, Tuesday 16th January 2024, 2pm, at Aylmer Lodge

Attendees: Cathryn Plain (Chair), Alison Price (Secretary), Audrey Jones, Jan Saunders, Sheila Try, Liz Dooley, Shelagh Ravenscroft, Steve Ravenscroft, Barbara Pugh, Elaine Botfield, Julia Stanfield.

Apologies: Barry Hibble, Mary Payne, John Wilson.

In attendance for part of the meeting: Lisa Benton (Practice Manager).

1. Cathryn welcomed everyone to the meeting. Elaine informed members; Heather Fulcher wished to resign on health grounds. Heather's long service and commitment was acknowledged.

2. Minutes of the last meeting were approved and Liz was thanked for taking these.

Matters arising : The practice had set aside £100 for the purchase of a water butt for Cookley surgery. Barry had offered to source this, also to arrange fitting.

ACTION Alison to follow up progress on this with Barry. UPDATE This is on the agenda for The Cookley Bloomers group to discuss on 26th January.

3. Practice Manager's report

(Please see attached report)

Additional information and discussion.

PPG members asked for clarification about the booking in advance system, enhanced access and the pink slip system which GPs give to patients to take to reception in order to book a follow up appointment. Lisa confirmed appointments can be booked in advance. Patients can request out of hours appointments under the enhanced access arrangements.

UPDATE (from Lisa after the meeting): If GPs do not issue a pink slip then the receptionist should phone or message the GP to check this. PCN enhanced access appointments are prebookable or, if embargoed, used on the day. Patients are informed at reception when these are available.

Following a question about staffing, Lisa explained there are 8 GPs in a mix of full and part time posts: 5 partners (3 salaried), also 3 in their final year of training and 2 Advanced Nurse Practitioners (ANPs) and another to be recruited. It was acknowledged it would be helpful for patients to fully understand the role of ANPs. Lisa explained there is a video about the work of ANPs on the surgery's website and Facebook pages.

A member raised waiting times for blood tests. Lisa confirmed the practice employs a part time phlebotomist. Appointments are prioritised and there may be a waiting list of several weeks for routine tests. There is also an option for patients to attend the blood clinic at Kidderminster Hospital if preferred.

Lisa mentioned the PPG had produced newsletters in the past. This would be a good way to promote the work of the PPG to patients. After a discussion, it was decided a working party would explore the possibility of producing a quarterly newsletter and feedback to the next PPG. Liz said she would be able to create a template for the newsletter. Sheila and Jan expressed an interest. Barry, John and Mary also to be approached.

ACTION: Alison to link working party members by email. Liz to create a template and present to the next meeting. UPDATE: John would like to join the group and is skilled at proof reading. Liz has agreed to be coordinator.

PPG noticeboard in reception to be refreshed. ACTION: Cathryn and Alison to do this.

Speaker for next meeting: PPG would like a member of the pharmacy team to be invited.

ACTION: Lisa to invite a member of the pharmacy team to the next meeting.

*(Lisa left the meeting.)*

#### 4. Patients' feedback: covered above.

Additional: A member talked about different ways of ordering repeat prescriptions.

#### 5. Training and development for PPG members

Cathryn invited members to suggest areas of interest. We need to keep up to date with developments in health. Julia suggested contacting other PPG chairs in the PCN to explore ways of joining together for this purpose.

#### 6. AOB:

There was a discussion about holding a future health education event. One option would be to join in with one of the Kidderminster over 50's events.

Dates of future meetings:

Tuesday 19th March, 2pm

Tuesday 14th May, 2pm - please note this will be our AGM

Alison Price (PPG Secretary)

January 2024