

## PPG Meeting Minutes

20<sup>th</sup> Nov 2019

Present: Dr Hunjan, Richard, Dana, Margaret and Jill

Apologies: Bernie Wood

Minutes of last meeting – agreed

HH spoke about DNA rates at the practice, the DNAs have recently reduced this may be due to new procedures in place e.g. text messages being sent and chasing patients up who do not bring children. She also informed the group that Aaron is currently doing a research project for his dissertation at university.

Richard said that the answerphone message was much better now it had been shortened.

Richard agreed to do a winter newsletter, Jill to send information regarding changes at surgery:

Ian – new ACP may do his non medical prescribing course next year depending on funding, he is also Sepsis lead for the practice

Aaron – has just completed his non medical prescribing qualification, is mentoring Ian and is Safeguarding lead for paediatrics

Adele – currently training on paediatrics and is the Safeguarding lead for adults

Harpal and Jill E (PN) Cancer champions for the practice

Ann – focused Care worker – works with patients who have social problems

Lisa F – pain psychologist

MIND – counsellor working at the surgery on Fridays

Harpal informed the group that the prescription ordering line was closing at the end of November 2019 as it was no longer cost effective, vulnerable and housebound patients will still be able to order by telephone. Other patients are being encouraged to register for online patient access.

Richard asked about the list size, Harpal informed him this had remained fairly static at 5500.

Harpal informed the group that we would be having a CQC inspection in January and asked for members of the group to be available. Date to be arranged. Harpal also discussed some of the extra things the practice has been doing e.g. womens health day, childrens flu clinics. There are plans to do a mens health day and look at social problems, isolation, diabetes and mental health sometime in the summer of 2020.

Forward planning – Harpal has been working towards a formal qualification as a clinical supervisor – accreditation pending

Harpal to apply for the GP Trainer course – this will result in some changes being made to the practice

Extended hours – the practice has started doing extended hours from 7.30am – 8.00am with the PN and the phlebotomist, Dr Hunjan is doing 6.30pm -7.00pm on Monday evenings.

Cluster/PCN – Harpal informed the group that the cluster working has now changed to Primary Care Networks, this is a group of practices working together to deliver services at scale to their patient populations.

Next meeting – to be arranged