Minutes – Participation Group - 25th April 2024

Chaired by Dr Iulia Hammond – GPST3

Dr Bryden Davis - present

Ruth Alty – Deputy Practice Manager – present

Dr Lauren Heyes – GPST3 – present

1. Pharmacy First:
   * We discussed what this is, and the role that pharmacists will be playing going forwards, and the different ailments that they are able to treat. We will ensure that this information is on our practice website.
2. Website:
   * We discussed that this appears more user-friendly, and this was generally the feedback from the patients who have experienced it so far. There are a few items that they noted were not easily visible, such as the PCN services e.g., FCPs/Care Co-ordinators, and we will update this to make sure that this is very clear going forwards.
   * We discussed how the patients can contact us via accuRx and the online portal through our website now, and the available information such as policies.
   * We discussed the library service operating as digital champions and how patients can get access to free internet and services as well as help with online access and websites.
3. Changes in staff:
   * We discussed how Dr Pulman is our new partner replacing Dr Needham who left.
   * We discussed how we have a new nurse, Sam Brady.
   * Dr Hammond and Dr Heyes are our final year GP trainees at the surgery.
   * We discussed the different care co-ordinators and their roles and will update the website with these also.
4. Dr Wise at Marple Cottage:
   * Has been elected the Clinical Director of our Primary Care Network which is a series of GP surgeries working together within the locality, which involve Marple, High Lane, Hazel Grove, Romiley, and Woodley.
5. Covid vaccinations:
   * Over 75’s, and under 75’s who are immunosuppressed will be offered Covid vaccines imminently as soon as we have available vaccines to give. Weekend surgeries will be put on and potentially some ad-hoc or weekday clinics, depending on demand, and we discussed the issues with having to open a vial containing five vaccines and not wanting to waste any vaccines by giving an individual jab without giving the remaining four doses.
6. FCP – First Contact Practitioner (advanced practitioner with diagnostic and treatment skills):
   * We are reminded that patients can book in with this clinician themselves (Michael Corbett) on Mondays and Fridays via reception, or through a clinician if it is felt that this is appropriate.
7. DNA rates:
   * Discussed.
8. CQC update:
   * There were no changes since the last meeting.
9. Business continuity:
   * There were no issues with this such as building planning work and changes.
10. Industrial action:
    * There were no planned strikes at the surgery from junior or senior clinicians planned.
11. Any other business:
    * There were a few items of any other business which largely related to the website which we have mentioned in the minutes above.
    * We also mentioned how GP photos are not contained on the website and this was felt to be a positive rather than a negative thing, and we discussed how data protection might be an issue with this.
    * The patients opting out of NHS England extracting their data was discussed and Ruth will give the information for opt out forms to any patients that want them.
    * We also discussed patient satisfaction questionnaires that get sent out after each appointment and are sent back to NHS England and how we review all positive and negative comments for potential areas of improvements.

Members were then thanked for their attendance and informed that a survey will be sent out in the coming weeks and to send any further queries or questions to Ruth, that they may have about this meeting or future meetings.