

Stenhouse Medical Centre

Patients Participation Group

Minutes of the meeting held on Wednesday 11th September 2024 at 14.00hrs

1) Present

Peter Newton (**PN**) Chair, Sue Barnes (**SB**), Norma Edwards (**NE**), Rosina Taylor (**RT**), Maria Farooqi (**MF**) Practice Operations Lead, Francis Christie (**FC**), Jane Quarton (**JQ**), Caroline White (**CW**).

2) Apologies – Had been received from Melanie Yorke, Carol Branch, Valerie Stephens, Catherine John-Baptiste, Mike Newman, Kate Tумman, John Shaw, Christina Wilson and James Hasting (DSI Coordinator)

3) Introductions – **PN** informed the meeting that Catherine John-Baptiste had e/mailed him to say that due to her fulltime work commitments she felt unable to make valid contributions at meetings and had decided to stand down from the group, she would however be willing to help out at any events that the PPG was involved with. **PN** had replied to her thanking her for the support she had given the PPG to date and asking if she would be willing to continue as a non-attending member of the group and thereby still allowing her to get involved with PPG activities. She had agreed to this proposal.

4) Minutes of Meeting Held on 24th July 2024 – the minutes were agreed.

5) Matters Arising

- i) **Stenhouse Website** – **MF** informed the meeting that the new website was a standard format which limited how much practices could tweak it.
- ii) **Stenhouse Team Display** – **CW** said that the practice staff would be uncomfortable with having their photos and names displayed in the practice. She did suggest that it may be acceptable for the partners, full time clinicians and the practice manager names to be displayed on a noticeboard in the practice.
- iii) **DNA Data on Info Screen Facebook** – **MF** said that she publishes monthly figures on Facebook which includes DNA. **CW** said that the DNA figures are very low and she did not think anything would be gained by displaying them wider than they are at present.

6) Practice Updates

- i) **Staffing** – **MF** confirmed that a new Receptionist / Admin / Medical Secretary has been recruited.
- ii) **Appointments/Accurx** – **MY** had produced the appointments spread sheet which had been circulated to the group.
- iii) **DNAs (Did Not Attend)** **MY** had provided the current figures which were running at 2.70% for August.
- iv) **Building Extension** – **CW** confirmed that the building work was now complete with some new signage for internal doors being ordered.

7) Digital & Social Inclusion Coordinator – PN informed the meeting that James Hastings had contacted him to forward his apologies for being unable to attend today's meeting. He also informed PN that his role would cease from the 22 November 2024. The PCN had only been provided with a budget to make this a short-term appointment. James had indicated that he would try to ensure he would be available to attend the Coffee & Cake event.

8) Any Other Business

- i) Coffee & Cake Event 5th October** – MY confirmed she had e/mailed PN with a list of items that were in store after last year's event. PN had circulated a rota to the group so that he had an idea of who would be available to help out on the day. MF confirmed that the event has been added onto the waiting area info screen.
- ii) Citizens Digital Forum** – PN had circulated to the group a copy of a Cyber Security presentation that had been shown at the last CDF meeting, there was a useful and interesting slide showing the vulnerability of personal passwords and how to strengthen them.
- iii) Flu Vaccination Clinics** – CW informed the meeting that flu clinics were beginning at the end of September, the start dates are decided at national level with children and pregnant women being vaccinated first. She also raised concerns of some instances of patients booking a vaccination slot at the practice and then being vaccinated at the local pharmacy. This has a negative financial impact on the practice who have to purchase the vaccines in advance and then have to dispose of any surplus vaccines.
- iii) GPs Industrial Action** – A discussion took place about the ongoing GPs industrial action, where one of the measures being taken was a reduction in the availability of appointments for patients to ease pressure on the GPs and also ensure that patients health and safety was not unduly affected by the level of appointments practices had previously been providing. This is in line with the BMA recommendation issued in September 2023, advising GPs to reduce appointments to 25 per day, and increase the duration of appointments from 10 to 15 minutes.
The majority of the group were unaware that any action was taking place – this was predominantly due to the lack of coverage in the media.

10) Date of Next Meeting

Wednesday 6th November 2024 at 14.00hrs.