

THE MEADOWS SURGERY

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT 14.00 PM ON TUESDAY, 30 JULY 2024

Present: Louise Brown, Wendy Jeffs, Pauline Wright, Susan Stamper, Marion Grey, Kathy Cairns
Jenny Delaney (Practice Manager), Fiona Lyndon (Care Coordinator)

1. Apologies: None

2. Welcome: Louise opened the meeting & was pleased to welcome Kathy Cairns, a new PPG volunteer. All PPG members introduced themselves & gave a brief mention of their background

3. Minutes & Matters Arising:

The minutes of the meeting held on the 8 April had been circulated and were taken as read. There were no matters arising.

4. Practice Manager's Report:

(i) Staff levels. Jennie advised that one of the receptionists was retiring & a replacement had not been recruited. Current staff were covering her hours on a three month trial for which they will be paid. A Health Care Assistant & Nurse were on maternity leave & cover for them had been organised. An additional Nurse had been recruited to deal with smear tests.

(ii) Training. Jennie reported that all training is on target.

(iii) Appointments & Did Not Attend (DNA) Jennie confirmed that between April & June there had been 11,320 of which 250 were DNAs, equating to 2.2% overall. This was not considered to be an issue however the situation will be kept under review. **Action : Jennie** Jennie confirmed that extended access appointments for specialist needs continue to be available at the hub.

(iv) Complaints. Jennie advised that since April there had been 11 complaints.

(v) CQC. Jennie confirmed that this remains ongoing with further communication still awaited.

(vi) Systems. Jennie advised that the change over to the new telephone system had been very smooth with positive feedback It will be kept under constant review. **Action : Jennie to keep under review.** The Practice now has 5,570 patients with numbers increasing all the time.

5. Care Co-ordinator's Report. Fiona reported on the work with which she is involved.

(i) The Bereavement Group continues to run every 2 weeks and has 2 new members. Fiona believed that this could gradually tail off & restart at a later date.

(ii) The Veterans Group attended a special service to mark the 80th Anniversary of D Day. The next coffee morning would take place in September

(iii) Care Homes Both Clanfield Care Home & Hermitage House Care Home reported that they were very happy with all the support the Practice gives to them.

6. ENPA Report. Louise briefly reported on the work of ENPA (East Northants PPG Association) to bring new member, Kathy Cairns, up to date. Basically local representatives meet with PPG members from 8 local practices to identify, discuss and raise important issues to a higher level to be addressed.

7. AOB.

An issue concerning the lack of co-ordination between primary & secondary care was raised which needs to be addressed. Jennie offered advice

9. Date & Time of next Meeting. 19 November 2024

The meeting closed at 3pm.