

## THE MEADOWS SURGERY

### MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON 18<sup>th</sup> March 2025

**Present:** Louise Brown, Wendy Jeffs, Pauline Wright, Susan Stamper, Marion Grey, Fiona Lyndon (Care Coordinator) Jenni Delaney (Practice Manager) and Kathy Cairne

**1. Apologies:** There were none

**2. Welcome.** Louise welcomed everyone to the meeting. She asked whether the Chair and Secretary were prepared to stand for another year and they both agreed.

**3. Minutes and matters arising:** The minutes had been circulated and taken as read and there were no matters arising.

#### **4. Practice Manager's Report:**

- **Staffing:** Dr Lansley had left at the end of December and his replacement, Dr Sami was now here long term. One receptionist has left and we are in the process of employing a replacement. At present we have five reception staff, which is manageable but six will be ideal.  
(Louise to fill in about Annie). Staff training is up to date at 95% which is compliant at the present time. Basic Life Support training is to be instigated.
- **Appointments:** Between November and February there were 5,504 appointments with 399 DNAs which amounts to 0.3%. Extended Access has been utilised and there is now Talking Therapy available. NHS Health checks for between 40 and 75 year old patients are carried out annually.
- **Complaints:** There were five complaints, 1 upheld, 1 partially upheld, 2 not and 1 is still under investigation.
- **CQC:** This is ongoing. Spring covid booster injections are being carried out on 2nd and 9<sup>th</sup> April and there are a few spaces still available. The Practice has been awarded the Silver Carers Award, for which they were congratulated. There are sufficient members of staff available to manage the number of patients we have.
- **Systems:** All systems are working well.
- At this point Jennie left the meeting.

#### **5. Care Co-ordinators report:**

- The veterans met for a coffee morning at the end of January and the next one is due on the 8<sup>th</sup> May to celebrate the 80<sup>th</sup> Anniversary of D Day. Special events are being organised for this.
- The cancer coffee mornings are also going well, meeting on the second and fourth Friday in the month. There are between eight and twelve attendees. These are very positive meetings and there is quite a lot of information available.
- The Bereavement meetings are back up and running.

**6. ENPA Report.** These meetings are held every two to three months comprising of representatives from 9 doctors practices in the area. Pauline handed out copies of the Annual Review for 2023/24

7. AOB.

- Discussion was undertaken as regards the future of the Newsletter. It was decided that members should give this some thought and let Louise know their feelings to ascertain its viability.
- Marion thanked Kathy for the amazing job she did of the Memories Christmas Tree. It was hoped that this would be an annual event.

8. Date of next meeting – two dates in June were suggested but Jennie would have to be consulted before a final decision could be made.

The meeting closed at 2.45pm.

