

PPG MEETING MINUTES

Date:	Thursday 30 th November 2023 2pm Hawkwell Surgery
Chairperson:	Rumi Begum Practice Manager
Minutes taken by:	Hollie Jobson Assistant Manager
Apologies:	CB, PL & VW
Attendees:	LH, KB, JB, AD, KW & WP

1.	<p>Welcome & Introductions</p> <ul style="list-style-type: none"> - This meeting is not to discuss any personal issues due to private and confidentially. Please discuss any personal issues with the practice manager privately.
2.	<p>Apologies and announcements</p> <ul style="list-style-type: none"> - CB, PL & VW
3.	<p>Previous Minutes review actions</p> <p>Play Area</p> <ul style="list-style-type: none"> - We are still awaiting an update on our facilities team to confirm the go ahead for a children's play area at both surgeries. HJ chased this up last week. <p>Weekend Closure Update / Open Day</p> <ul style="list-style-type: none"> - We are currently arranging an open day at Leecon Way to get feedback regarding the changes and to also have a Q&A session. RB will confirm a date and will advertise this on our practice website.
4.	<p>Practice Manager Update</p> <p>Staff Changes</p> <ul style="list-style-type: none"> - Locum GP Dr Saleem has now left the practice on weekends and Dr Sagar is now working both Saturday & Sundays. - We are currently recruiting 2 more additional reception/admin staff. <p>Flu Updates</p> <ul style="list-style-type: none"> - We are doing well on our over 65 cohort, any patients who do not have a mobile or access to SMS are contacted separately. Our reception & admin team are currently working through this. - We have opened more weekend clinics to ensure there are suitable availability for all patients who have not yet received their flu vaccine. - We are currently not doing the covid vaccines at the surgery, this is being done at the Puzey family practice who can be contacted directly to arrange your appointment.

	<ul style="list-style-type: none"> - We have a waiting list for our housebound patients which our PCN Paramedic will be doing. <p>ICB Visit</p> <ul style="list-style-type: none"> - A recent ICB visit was taken place on the 9th of November. The visit went very well. - Out of 27 areas, we only received 2 areas on level three and the rest were level 4. - The first area was on CPS referrals (Pharmacist contact). The local pharmacist has confirmed he will work closely with the surgery. - The 2nd Area was our CQC rating which was rated as good, and they were looking for an outstanding rating in our next visit. The surgery is looking into how we can achieve an outstanding rating. We will work closely with the PPG to ensure we get feedback. - The remaining 25 areas we achieved level 4 which is the maximum rating.
5.	<p>AOB</p> <p>PPG Members updates</p> <ul style="list-style-type: none"> - PPG members raised a query regarding medication review appointments. RB advised if anyone has any problems regarding delays of medications or telephone appointments to contact HJ, RB or our senior admin team who can look into any queries or concerns. - It was raised by PPG members that the appointment hubs are not contacting patients and following up appointments making it very difficult for patients to receive appointments and getting through to the lines regarding appointment queries. PPG members would like this raised in the next ICB meeting for further advise. - RB to chase the ICB again regarding if there are any more blood testing clinics. <p>Pharmacist Updates</p> <ul style="list-style-type: none"> - C Percy can now do blood pressures at the pharmacist. - They are now also offering a contraception service and can initiate this.

Next Meeting date: 22 nd February 2024
