

PPG MEETING Minutes

Date:	13 th February 2024
Chairperson:	Sandra Wood Practice Manager
Minutes taken by:	Rachel Baker Assistant Practice Manager
Attendees:	IC, ES, JM, TM

1.	Welcome & Introductions - This meeting is not to discuss any personal issues due to private and confidentially. Please discuss any personal issues with the practice manager privately. SW and RB welcomed everyone to the meeting.	Actions
2.	Apologies and announcements N/A	
3.	Previous Minutes review actions RB read through the previous minutes. Explanation on how PPG works. DR IQ How well its running. Weekend Closure/ contract changes. PCN. How the PCN works and what services they offer. New Phone line.	
4.	Practice Manager Update Rotas SW explain how the rotas work for the clinicians, how many slots for morning and afternoon and what is included in them emergency slots, home triage, 111, etc. How many Dr IQ slots are also included in the rota and that Dr A triages the patients on Dr IQ and the slots in turn are used to book the patients in. Reception extending SW explained that looking at reception coming downstairs just waiting for the Perspex and another desk to be put up. This will enable patients to check in downstairs instead of walking upstairs. Two members of the team will be situated downstairs. Explained that diabetic eye screening has now gone, and we can now use the room for clinicians. We currently have a pharmacist and a ANP working from the two clinical rooms.	

	<p>Weekend Closure/Contract Changes</p> <p>We have already completed the first to elements of this item.</p> <ul style="list-style-type: none"> • Putting a message on the notice on the Website • Asking the group what their thoughts were on combining the two days. The next area is to arrange an Open day, this will be put in place to discuss the weekend hours and to which day patients would prefer the surgery to be open. We will put a table in reception with a member of staff answering questions and taking down people's thoughts. <p>CQC Inspection & ICB Inspections</p> <p>ICB – talked through the inspection that took place with the ICB and who the ICB were.</p> <p>CQC inspection on the 16th of January, it was an in-depth inspection and the surgery done well achieving a good. New outcome now posted in the waiting room and on the website.</p> <p>HRCG</p> <p>HRCG. Merging with Operose, patients may see this on the news, this will not impact on the surgery and will not incorporate any changes.</p>	
5.	<p>AOB</p> <p>JX board, still looking to get the surgeries one up and running. Opening hours are in the cabinet hours. Phone lines, call back to patient.</p> <p>.</p>	

Next Meeting date: 21/05/2024 16.00pm
