



## Patient Participation Group

Thursday 18.03.2021

### MINUTES

#### Present

Regan Parkes, Sybil Waplington, Michael and Janet Warburton, Peter McDonald

#### Apologies

Tamsin – meeting re Covid vaccines, Dr Cooke – on call

#### Minutes from last meeting

Apologies made as we do not have minutes.

#### Practice Update

Val retiring – Val is due to retire end of March, however due to personal circumstances will not be returning to work as Practice Manager.

Tamsin will be taking over this role and looking at business side of surgery with the title of Practice Business Manager. Helen Proud will be starting as Operations Manager, overseeing the team and day to day running of the practice.

Expanding the work force with new admin staff, Claire and Vicki. Claire has already been with us before so will pick things up really easily.

New Nurse Practitioner Genieve will be starting with us to assist with GP and Nurse. She has 22 years' experience as an ENP at A&E.

Registrars Athir and Eleanor will be staying with us and new rotation will start again in April.

We now have in surgery pharmacists Carmen and Lorraine who have been a massive help to the surgery. Carmen sees diabetic patients on a Tuesday and a Thursday, however is helping out with covid vaccinations at the minute.

We now have a Social Prescriber Karen, who has just started this week. Need to get more information on what she does, however she signpost patients to the relevant organisations, for example mental health

Jane is now purely focusing on IT for the practice, ensuring that everything is running smoothly. Jo has taken over her role as admin lead. I have taken on Patient Liaison Lead, where I look at the patients experience within the surgery.

SW: Has had x6 calls from various place, maybe 2 from us asking to book in for covid vaccination after she has already had this. Will make a note if this happens again after 2<sup>nd</sup> vac and let us know.

### Decoration of surgery

Waiting room decorated and new floor. Floor is for infection control purposes, however is looking very good. Needs some images on the walls when able.

Admin office has also been refurbished.

PM: Maybe a virtual tour of the newly decorated surgery could be uploaded onto the website and Facebook? **RP to look at this**

### Coronavirus

Extremely busy at the minute and things are changing all the time. For example Tamsin being called into an urgent meeting today with very short notice.

Everyone in the meeting experience with getting the vaccine has been 'wonderful' - however some confusion when booking in online .

PCN update – Tamsin will email

Apologies I was not able to attend the PPG meeting. On Wednesday 17<sup>th</sup> March I was informed an urgent PCN meeting would take place on Thursday 18<sup>th</sup> March regarding the following; Practices were originally asked to sign up to vaccinate cohort 1-9 (aged 50 and above and at risk patients). Last week we were asked if we would be happy to sign up to vaccinate cohorts 10,11 and 12 (remaining patients below 50).

This needed to be a PCN decision as all practices needed to agree to work together for this in the same way we have with cohorts 1-9.

Practices agreed it was in our patients best interest for us to continue with cohorts 10,11 and 12, to enable patients to have their vaccines locally rather than travelling further afield to the large vaccination centres.

I am unsure when these cohorts will be called for. We have contacted everyone in cohorts 1-9 and are in the process of mopping up any patients that are yet to have their vaccines or do not have a mobile / telephone number recorded on record.

We raised £506.00 for Ashgate Hospice winter appeal by doing 'bake off' in surgery. Our Health Care Assistant Sarah won this. Staff also gave secret Santa and card money to the charity

### Feedback

Patient concerns :

**Discussed staff using names when answering the phone to patients. Explained that this is something we are working on. Also, names given when being transferred from different members of staff, including GPs.**

**Patients not being given alternative options when ringing up and we are fully booked. Need to be offering pre bookable appointments, the hub and waiting list at all times. Tamsin, Helen and team to**

address.

Dates of next meetings:

3<sup>rd</sup> June 1.30pm

2<sup>nd</sup> September 1.30pm

2<sup>nd</sup> December 1.30pm