|  |  |  |
| --- | --- | --- |
|  | Dr Elizabeth ChurchDr Katy StoodleyDr Kim CookeDr Mary McKenzieDr Louise ReynoldsDr Nicola StaintonDr Philippa GrantDr Kanmi BadmusDr Ayo Dalumo | Whittington Moor SurgeryScarsdale RoadChesterfieldS41 8NATel: 01246 456 938Email: ddicb.admin.whittingtonmoor@nhs.net  |

**Patient Participation Group Notes**

**meeting held on Wednesday 27th September 2023**

Patients present: Diane Hudson (DH), Peter MacDonald (PM), Claire Green (CG), & Sonia Dilcock (SD)

Present on behalf of practice: Regan Parkes (RP) & Helen Proud (HP)

Welcome & Introductions - HP thanked all patients for attending it is much appreciated.

**Staff Update**

Dr Taylor – Dr Taylor retired on 31st July as a partner.

Dr McKenzie joined the partnership as a GP partner after being a salaried GP with us for past few years.

Dr Badmus and Dr Dalumo who have spent their last 12 months of training with us and qualified as general practitioners have joined us as salaried GPs and both will be working 5 sessions a week each.

Tamsin - Practice Manager is now a non-clinical partner.

**GP Registrars** – We welcomed 4 new GPs in August:

Dr Nik Bhatt and Dr Saima Naveed have both returned to Whittington Moor for their final year of training.

Dr Catherine Sproson will be with us until end of December as part of her training.

Dr Romana Jan will be training with us until beginning of December.

We have a new nurse joined us full-time and is completing her practice nurse qualification currently, she replaces Kirsty.

We have employed a new Healthcare Assistant Sara Machin and have another advert out for 12 hours of a Healthcare assistant.

Over the past 5 months we have had 5 administrators leave the practice, one retirement, two staff have left to work in a school with term time hours which has made the last 5 months very busy with low staff numbers and patients may have noticed new staff names and faces when contacting the practice. We have employed Holly, Ally, Sophie, Shanice, Jenny and Claire some are full-time the remaining are working part-time hours each week.

**New Admin Supervisor** – HP was pleased to announce that Regan had been promoted to admin supervisor and is currently busy training Jenny and Claire as the 2 newest new starters.

Jane who has worked at the practice for many years as an administrator and more recently trained as a phlebotomist has just started as a GP Assistant which is a new role for us and both Jane and the GPs are still working out how Jane can help them throughout the day, so the job description is not yet finalised. Jane will continue to hold a blood clinic and perform reviews and some vaccinations.

Also joining us is Ayesha who will be working alongside our nursing team 1 day a week as a trainee nurse associate. Ayesha is qualified to perform many procedures currently and is doing her nurse training over the next couple of years at the same time.

Our primary care network Pharmacists who are Munashe and Alex, they perform medication reviews both face to face and over the telephone and you may meet or speak to them at some point.

**Practice News / Info**

Extended Access appointments – HP advised that over the past few months the practice has increased the number of appointments we offer outside of our normal working hours.

Flu Day – Last Saturday we held our Flu Day where we had over 1,200 patients booked into appointment slots 1 minute apart - The day went extremely well as we also offered COVID boosters.

**Practice Items for consideration from PPG Members**

HP would like members of our PPG to consider if they could spare any time to help with certain tasks around the practice and volunteer to be more involved asking what the group members think the practice could do to promote the group?

Suggestions were:

* Hold an open day.
* Elaborate more on the PPG section on website. Suggestions from the group was they could write some info on what it means to be a PPG member. The practice could then add how they could get involved.

Next year's Flu Day, meeting and greeting, making drinks for GPs, nurses and staff.

Assisting Sophie to update our notice boards with certain Topics and Headings e.g. Flu Season

Patients may notice that we have taken all the protective screens down from front reception, the middle screen has been taken down as a trial and this may go back up depending on feedback on how safe the front reception staff feel.

**PPG Member items as AOB (no agenda items sent prior to meeting):**

1. Claire uses e-Consult as a preference as had a positive experience whenever submitted a form, a member of the admin team responds within 48 hours and offers her the appropriate appointment or advice.
2. Flu Day - All present who attended on Saturday said it seemed very efficient and was in and out very quickly this year.
3. Could the practice have the BP reading form added for download to our practice website – HP will investigate this and if possible, will sort adding to website.
4. Sophie one of our new members of the reception/Admin team was complimented by Diane " she is very welcoming".

**Next meeting Wednesday 6th December 2023 5:30pm – 7:00pm @ Whittington Moor Surgery**