PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 8th December 2022**

Present:

Staff: Angela Allenby

Patients: Chairman BJE, AB, JE, JB

Chairman BJE opened the meeting

Apologies: Dr George, SB. BB, JB gave apologies following meeting

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

* CQC inspection report showed Good across all areas. JE said she would like to thank us for all the good work from the surgery.
* Covid Vaccinations: practices have finished these now and the vaccination hub is winding down. There was a 78% uptake across North Lincolnshire reported at the last Practice Managers meeting.
* Flu vacs – nearly all done now, started in September and practice had done around 1000 to date. Practice has a locum nurse that helps them with Care Homes, home visits and clinics in the surgery which is a great help for the added workload.
* Urgent Access Hub is up and running again to support practices from 1st December 22; practice can book directly once patient has been triaged.
* Push Doctor appointments will soon be available via the practice. Basically, a remote service to give extra appointment capacity. The practice is allocated 10 appointments per week.
* Practice can now refer into Community Pharmacy which means patients will receive a call back from their nominated pharmacy the same day for triage if no appointments left at the practice and the pharmacy will let the practice know the outcome and if a GP appointment is needed.
* Surgery having new roof on 80 side of building and new guttering. Work is being carried out over weekends to minimise disruption and for safety.

**PPG Forum**

Jean will attend the meetings on behalf of the practice and report back. Meetings not happening at the moment. Recently asked for a new chair on the retirement of Janice Keilty and was asking for any PPG Chair volunteers. Jean did attend a Zoom meeting delivered by head of engagement who conducted a survey regarding posters for services but was very long winded and hard to engage with.

**Friends & Family Comments**

FFT comments shared with PPG Group for October, November & December to date.

Really good comments in the main. Group discussed the few poor and very poor comments of which:

* Comment about having to rebook appointment as 5 minutes late – AA explained that she had sent a text to all patients politely asking them to be on time so as not to put pressure on clinicians and that they will see them if they can but it’s not always safe to fit patients in.
* Comment about the surgery cancelling an appointment – no other information; unfortunately, this happens occasionally when staff are sick etc.
* Comment about baby changing facilities which the practice is looking into.

**Any other business**

* None other than AB stated having issues with Lloyds Pharmacy and is looking to change.

No other business – meeting closed.

**Next meeting will be held on Thursday 9th March 2022 at 11am. (AB gave apologies)**

**(Future meetings planned: Thursday 8th June 23, Thursday 14th September 23)**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**