PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 14th March 2024**

Present:

Staff: Angela Allenby,

Patients: Chairman BJE, MSB, BB, JC

Chairman : BJE opened the meeting

Apologies: Dr George, HS, JE, JB, AB, SB

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Proposed Changes in Scunthorpe General Hospital**

No new information at present.

**Practice Report:**

* Covid Vaccinations: Starting with Spring Booster from 15.4.24; starting with Care Homes and housebound; then will invite Over 75’s and clinically at risk.
* Measles is prevalent in the area and practice has sent out text to update vaccinations to pts who have not had or are missing dose.
* Urgent Hub is currently being used by the practice who have 1 reserved slot per day until 2pm; if any appointments are left after 2pm then any N Lincs practice can book in. Practice has heard this week that this service may only be available until end March 24.
* Telephone – new cloud-based telephone system will be installed soon – just waiting for installation date but will enable practice to look at call data and also give the facility of holding a place in the queue so patients don’t need to keep calling back. Lots of new functionality which will be beneficial to patients and staff.
* Self-Check-in/New Media Board - Installation date for 9th May.
* New treatment room now running and most equipment in place.
* FCP started in January, and we are now offering appointment at the surgery – all going well.
* HYMS Medical Students have finished now until September 24.
* PCN have recruited a new mental health worker and hopefully starting by May 24 which will be a great resource for the practice as mental health takes a lot of clinician’s time and can be very complex.
* Pharmacy First is now in place which give patients access to quicker and more convenient care while freeing up GP appointments. It empowers community pharmacists in England to diagnose and treat 7 common conditions, including sore throats, ear infections, and impetigo. They can prescribe antibiotics.

**PPG Forum**

BJE attended the Zoom meeting on 21st February and are awaiting minutes which will be forwarded to PPG. Main points:

Faisel Baig answered some planned questions. He mentioned the urgent primary care provisions/hubs as above and there was talk about a promotional leaflet detailing all the things practices offer after triage. Next meeting is in May 24.

**Friends & Family Comments**

FFT comments shared with PPG Group for last month:

Really good comments about the staff and practice. Majority of comments in the Very Good/Good categories; less than 1% on Neither/Poor. Angela is happy to discuss any issue with patients however as these are anonymous difficult to address individually. There wasn’t anything specific to focus on.

**Any other business**

PPG confirmed that they are happy with the surgery and would like us to let the staff know that they are happy with the services provided.

No other business – meeting closed.

**Next meeting will be held on Thursday 27th June 24 at 11am**

**(Future meetings planned: Thursday 12th September 24, 12th December 24 )**

**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.**