PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 1st September 2022**

Present:

Staff: Angela Allenby, Dr George,

Patients: Chairman BJE, BB, SB, AB, JE

Chairman BJE opened the meeting

Apologies:, JB, JC

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

* New Nurse practitioner, Dawn, started in June, working all day Monday, Tuesday and Wednesday mornings. Dawn is very experienced and good feedback so far.
* CQC inspection went ahead in August and all went well. Angela has had initial feedback with few minor actions and practice had already started to put those in place including new protocol for blank scripts and developing a practice vision/strategy plan. They were pleased that the access had improved since March 21 and we explained about our overflow rota which was helping greatly. Final report and rating will hopefully be in October 22.
* Have changed to offering patients telephone or face to face with the GP; this has had positive feedback from the patients and is working well.
* Angela handed out results of National Survey which showed 87% overall satisfaction which was joint highest of the town practices. JE said she would like it recording that the PPG greatly appreciate the efforts of the practice team.
* Practice has liased with Carers association and Angela has sent out a text to all patients to ask if they are a Carer which then codes into their electronic record. Good response so far and anyone who has been coded will get second text with support information.
* Angela confirmed the practice will be starting their flu and Autumn booster programme in September. Flu vacs are due w/c 19.9.22 and the practice are planning to run both together. The practice will text patients to let them know they will be called asap.

**PPG Forum**

Jean will attend the meetings on behalf of the practice and report back. Nothing to report from last meeting and minutes had been forwarded to the PPG members. Mainly noted that Janice Keilty would not longer be chairing these meetings as the CCG has ceased and moved to ICB.

**Friends & Family Comments**

FFT had been suspended for 2 years due to Covid and recently had set up again in July 22. Angela is now reporting on FFT again and read out the comments from July. All positive and nothing negative to discuss this time.

**Any other business**

No other business – meeting closed.

**Next meeting will be held on Thursday 8th December 2022 at 11am.**

**(Future meetings planned: Thursday 9th March 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.**