PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 9th March 2023**

Present:

Staff: Angela Allenby, Dr George, Ella Turner

Patients: Chairman BJE, JE, JB, HS

Chairman BJE opened the meeting

Apologies: SB. BB, AB

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

* Covid Vaccinations: Spring booster again in April 23 starting with Care Homes and housebound and then from 17th April the over 75’s and at risk.
* Push Doctor appointments have been offered now since December however they are no longer funded from April 23.
* New surgery roof and guttering has been fitted since last meeting.
* Practice has been granted some funding to convert the kitchen into a clinical room however still awaiting quotes and think will be struggling for the work to start by end of March. JB gave number of a builder to obtain a quote.
* Apprentice Ella started on 1st March 23 on a business/admin course and will be training for admin and eventually reception cover.
* Practice Vision development is mainly focused around access; from April 23 NHS initiative is focused on not asking pts to call back and giving them an appointment or information/advice on first call. A lot of pts want a doctors appointment and sometimes struggle to fill ANP slots. Practice will send a text to pts advising they will be booked with a clinician who can assess, refer and prescribe; a GP can be consulted if needed.
* There is access until June 23 for the Urgent Access Hub but not usually any appointments left; all bookings have to be triaged by a clinician before booking in.
* Practice is using additional roles to support the clinicians i.e., pharmacists, physio, care co-ordinators, mental health nurse.

**PPG Forum**

Jean will attend the meetings on behalf of the practice and report back. Meetings not happening at the moment and nothing planned but will let us know if anything transpires.

**Friends & Family Comments**

FFT comments shared with PPG Group for last 3 months:

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

* Bruising following a nurse appointment which can happen sometimes; Angela has spoken to patient since and no further action needed.

Only about 1% in the poor, very poor categories which the practice were very happy with.

**Any other business**

* HS praised the practice for the good comments and said was very happy with the service; also works with people who are at other practices who are not satisfied with their service. HS’s comments were wholeheartedly endorsed at the meeting by the PPG and Chair asked for this to be recorded on the minutes.

No other business – meeting closed.

**Next meeting will be held on Thursday 8th June 2023 at 11am**

**(Future meetings planned: 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.**