**Present**: Colin Damarell Chairperson

Kristy Perkins Practice Manager

Dr Coffey GP Representative

Cathy Hanger

Sandra Williams

**Apologies**: Brian Harding, Janet Harding, Rosie Damarell, Angi Smith and Anna Pastuszko.

**Agenda Items**:

The meeting was opened at 18.30

1. **Welcome:**

Colin welcomed everyone to the meeting. In view of there being a small number of members attending this meeting it highlighted the ongoing need for the group to increase the number of PPG members. We need to continue to seek new members as before ie: newsletter, poster in practice, word of mouth. Kristy will put information on Facebook. This group does have own email address. **ACTION: KRISTY**

1. **Minutes of Previous meeting:**

No minutes available at present from meeting online 07.06.23.

1. **Matters Arising:**

No matters arising.

1. **Practice Update:**

* **Surveys** Patient Satisfaction results from recent survey were shown. Many questions from this practice scored above the national results. The practice is pleased and proud of the overall results. The only disappointing area is around telephone access being unsatisfactory for patients phoning to make appointments each morning. The Summer Newsletter contains examples in more detail of the results of the Appointment Experience and Accessing the Practice. Discussion followed which highlighted the problems which people continue to experience to access pharmacists in the community. Colin raised this issue at previous Integrated Care Board meetings. Pharmacists in this area close for one hour at lunch times and it has been reported that people have been asked to leave if it is closing time. This all indicates the resource issues as the pharmacists are asked to provide more services by the Government.

The practice is exploring a new telephone system to include call backs for patients. Discussion highlighted the need to achieve the right balance between access by telephone or online. There are points for both but we must be mindful that there is more demand than capacity in whichever system.

* **GPIP (General Practice Improvement Plan)** Boultham Park Medical Practicehas signed up for this. It will begin at this practice on 04.12.23. to run one day a week for 12 weeks. It will involve several members of staff each time. In summary although this is Government instigated the practice will choose a topic to audit and make improvements. Eg giving people access to practice.
* **Staff changes:**

Leavers – Dr Logie – going to Australia

Tina Husband (HCA) retiring

Jessica (HCA) to train as Nurse Associate

Leanne Curtis - moving to hospital job.

From 01.10.23 – two new partners joining – Dr Marc Dodgson and Yuen Toh (Clinical Pharmacist).

Two new salaried GPs – Dr Susmita Basu and Dr David Banjo

Two new HCAs – Louise Davies and Jackie Clark

(Post mtg addition) New phlebolomist – Rita Williams

Katie Spence now fully qualified Advanced Nurse Practitioner will manage the nursing team.

It will be good to promote to patients that there are new doctors available to see them.

* **Flu/COVID** Vaccination campaigns planned. This practice will not be vaccinating for both flu and Covid at the same time.
* **Flu clinic** - 16.09.23 over 65s. Fully booked

-30.09.23 16-64 clinically at-risk group.

**Covid clinic** 14.10.23 people will be invited who are eligible

Sandy has received her flu vaccine appointment and said that the text message still asks you to wear a mask in the surgery. Kristy explained that this is no longer required and she will remove it from the message. **ACTION: KRISTY**

There is QR code at front desk where people can book in to make appointment at the hospital for blood tests.

Keito machine in the waiting room can be used by people to measure blood pressure, height and weight. This information goes directly into the person’s health record which saves the health practitioner time. A privacy screen is required around the machine and this may encourage more people to use it. **ACTION: KRISTY**

1. **ICB Update:** Angie attended the last ICB meeting and unavailable to provide feedback. Colin reported from previous meetings that he has attended different PPG groups run various activities eg . voluntary car driver scheme, coffee mornings. Discussion highlighted that these are not activities we wish to pursue at this time.
2. **Any Other Business:** Rosie submitted an idea for a poster to raise awareness that rude/abusive behaviour is not acceptable in the practice.

**R**esponsible for your own actions

**E**liminate insulting words or phrases

**S**peak do not shout

**P**ractice empathy – walk in others shoes

**E**quality – everyone matters

**C**onsider others first

**T**reat everyone with courtesy

Colin is currently working on this poster.

The meeting closed at 19.50. Date of next meeting in the practice surgery:

**Thursday 7th December 2023 at 18.30- 20.00**