Minutes

Patient Participation Group:

Tuesday 30th November 2021

**Chair:** Andrea Catterall (Practice Manager)

**Minute Taker:** Deborah Fanning (Practice Secretary)

**Attendees:** Mr Hatton, Ms Clemow, Mr Jenkins, Miss Hart

Review over minutes from meeting of 7th September and what actions were taken

**Actions taken:**

* Video provided by Dr Lam which is available under our website and Facebook *‘Why cant I see my GP?’*
* 16page document has been produced on changes and delivery – Action copy of this document will be emailed to members

**Meeting Commenced**

Rebekah (Assistant Practice Manager) will be chairing the PPG meetings going forward. Minutes are to be provided to the patients and also submitted online to view on our website under Patient Participation Group search.

* **F/U appointments** 
  + **JC expressed concern on witnessing a patient attending the surgery to book a follow up appt and asked to arrange via eConsult**

Action: Feedback to be given to the GP’s re; arranging follow up appointments for patients

* **Phone contact with patients** - We try to contact patients on landline’s where possible. Patients may have a preferred contact for either landline or mobile to which they can advise on communication choice.

At PMC we use a telephone system called 3CX this will identify to patients that the call is from the surgery. If a call is received and it displays No caller ID this is possible and it could be the GP using personal mobile number.

* + - Action – GP’s & Locums to use 3CX when working from the surgery so this is recognisable to patients.
* **Vaccination Boosters**
  + Patient will be invited to book their Booster Vaccine - Clinics will be held at Spencer House, Friday AM.
* **Staff**
  + **Senior Practice Nurse** Rita has now joined the team. Rita specialises in Diabetes, she is a prescribing Nurse and will also assist Dr Hyland with the Diabetic patients.
  + Pharmacy Technician – this member of staff will support the Pharmacist on lower grade work and will cover practices under the PCN.
  + Mental Health Nurse – Sophie will triage patients and use her expertise to direct to appropriate services.
* **LTC Reviews – Long Term Care**
  + Patients with chronic conditions are all invited under their birth month to attend for a review. Once invited the patient will be asked to provide a blood test if applicable. When blood test has been taken the patient can then book their review with the Practice Nurse. Once your review has been done the Practice Nurse will request a medication review if necessary. Our aim is to provide our patients
* **eConsult**
  + The demand received for eConsults
* **Building**
  + Engaging with 3rd party with a building project and looking at plans and proposals but no confirmed plans.
* **Dr Lam – Strategic board**
  + Research - Prosper, (further trails information to be added)
  + Changing inhalers – reducing carbon footprint

Next PPG meeting planned for **Tuesday 25th January 2021 at 2pm.**

Actions:

* + Action - GP’s to book follow up appts for patients