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**PATIENT PARTICIPATION GROUP**

**MINUTES – MEETING HELD ON 8th Dec 23**

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| **Present: Pauline, Sanjay Shyamapant (Senior partner) Maria (DPM), Dunia, Nigel, Ros , Amy Howarth ( GP)** | | |
| **Item** | **Discussion** | **Action** |
| 1. Apologies | Apologies: Kelly |  |
| 1. Minutes from last meeting 12.10.23 | Agreed.  PPG are expecting to hear very soon who the Council representative will be |  |
| 1. Declarations of any conflicts of interest | No conflicts declared |  |
| 1. Medical Centre Update | Staffing:  Fiona David is currently off sick. Some claims etc are being done centrally.  Hannah Huxham has now left the surgery – Maria will be helping in Lechlade at the moment.  We are actively recruiting for several members of new staff.  Dr Bestwick finishes at end of dec, then Dr Guilding will be doing mat cover on a Tuesday until Dr Harrison returns.  Sanjay – Senior Partner is now in Lechlade on Thursdays & Fridays  New Lead practice Nurse will start in early February.  In process of employing another practice nurse  Advert is out for a new receptionist.  New ANP – Tina has fitted in well.  Physiotherapists – Danielle is currently on maternity leave. Radhika has now left the practice following her probation. Sanjay reported Inspire are looking at a temporary service until Danielle is back. This should start in the new year – This will be at least remote cover with possibility of F2F. This will provide more capacity.  Paramedic – We have Andy & David at Park  Telephone system: the group gave feedback from patients following Flu clinics.  Generally, the feedback was the phones are currently very poor. Sanjay reported that we are trying to get out of our current contract as we are aware of the issues. We are planning to move to a new system, which is specifically for medical settings. This should happen in the next 10 weeks – an announcement will be made as soon as everything is confirmed All the Inspire practices will be networked as well, meaning there is back up cover if Lechlade require.  Digital support day – help has been offered to support patients wishing to use the NHS app – PPG will help out as well. | MC will report to PPG once we have confirmed information.  MC & PPG to arrange. |
| 6. Covid and flu vaccination | Clinics were very successful.  Feedback – 114 people were seen by the PPG and the feedback was generally positive.  Main concerns centre around the phone lines – hopefully this will improve once new system is in place.  New triage form – Patients who can’t use the form electronically can have the form completed by a receptionist. Very positive feedback from one 85-year-old, who used the form, had a call within 30 mins and found it quick and easy to use.  Parking - Patients are having difficulties especially as the disabled spaces are no longer clearly defined. PPG will repaint if we provide the paint.  Doors to the surgery – Not very easy for mums with pushchairs or wheelchair users. – PPG asked for this to be prioritised if funding was available. | MC to discuss with SSH |
| 7. Updates | **Friends of Fairford and Lechlade**  Pauline outlined the work of the charity to support patients including nursing support, arranging transport for hospital appointments and help for the lonely. PM to contact them to attend a future meeting.  **Complaints**  An elderly couple missed their Covid & Flu vaccination,  Concern about T/R registration – MC has spoken to this patient and the issue has been resolved.  Communication – patient had concerns about medication being stopped and unsure why |  |
| 7. Calendar of events | None suggested |  |
| 10. AOB | Sanjay discussed the fact that as we are one surgery (two sites) he would like the PPG to cover both sites – To be discussed further – possibly this will work as long as new members can be recruited at park site.  Pauline will send terms of reference to Dunia as she may know someone interested - Also to send to MC so she can put up in Park site for GPs to understand | MC to remind GPs to try and recruit new members |
| 11. Election of chair/vice chair/secretary | Pauline was elected as Chair and Nigel as vice chair.  Admin support ie minute taking etc to come from the Medical centre |  |
| Next meeting | March 21st 2024 1pm |  |