

PPG meeting at Devereux Centre 6pm Dunlop room Tuesday 9th August 2022

Attendees:

Kirsty White - Practice Manager
Andy Butt - Finance Manager
Terry Ballard - Patient
Marguerite Ball – Patient
Jan Nattrass – Patient
Fan Randall – Patient
Bryan Parsons – Patient
Caroline Corbett – Patient
Jill Mooney - Patient
Trevor Rawlinson - Chair and Patient

Apologies:

Sue Parry - Patient
Helen Hooper – Patient and Secretary

Welcome from the chairman, Trevor Rawlinson.

Item 1: Matters arising from minutes of the last meeting

Lloyds Pharmacy, The Devereux Centre

We recognise that there are still significant problems with the Lloyds Pharmacy at The Devereux Centre and many patients have opted to use other pharmacies as a result, reducing the number of queues. Unfortunately, due to high levels of sickness, if the Pharmacist is unable to come into work it is rarely possible to find an alternative at short notice.

Waiting Room Furniture

Everyone agrees that the new furniture in the reception area has been a great success, offering a focal point for patients. It has been particularly popular among parents with young children as they can sit together at the table and occupy children with activities such as play or drawing. We are now looking into purchasing a further table and chairs.

Item 2: Practice update (presentation by Kirsty, copy to be circulated)

Vaccine Clinics

Vaccine uptake has been very good across all age groups.

There will be no more Covid boosters offered after December and any further booster programs will be run separately from the Mythe.

New Reception Staff

We are delighted to announce the recruitment of 3x new receptionists. It has been difficult to fill these vacancies as, unfortunately, the level of abuse faced by frontline staff is on the rise. We will be monitoring this situation very carefully going forward and Conflict Resolution training has been arranged for all staff.

Staff

We have a vacancy for a salaried GP to join the team and look forward to receiving applications for this.

The Mental Health Nurse that was due to start has unfortunately had to pull out, but interviews for an alternative will begin in January.

We are currently also have 2x student nurses training with us at the practice.

Greener Practice – Gold Award

Church Street Medical are very proud to be the first practice in Gloucestershire to achieve a gold award!

We have also been awarded the funding to buy an e-bike and accessories for those who would like to use it for home visits.

Cancer Coffee Morning

Our first coffee morning for patients recently diagnosed with cancer was a huge success and the feedback from those who attended has been very positive. We look forward to holding more of these events and further dates will be announced in the new year.

GP Awards Nominations

Inspire Healthcare is excited to be a finalist in the 'GP Team of the Year' category at the General Practice Awards 2022.

Full Access to Medical Records

The planned roll-out of full access to medical records for all patients by the NHS has been postponed. However, Inspire Healthcare have taken all of the necessary steps to ensure that we are ready for this when it does go ahead.

Item 3: Report following Carers Coffee Morning (by Sue Parry, presented by Trevor Rawlinson)

Thanks to all those involved in making this event such a success.

Item 4: PPG Survey – Updates

There was discussion again about support for patients that do not use social media and/or who do not have access to the internet. Kirsty assures the group that those who contact the surgery by telephone will be supported through the process and given an appointment with the most appropriate clinician.

Kirsty will print off PPG Newsletter for patients to pick up from reception.

It was noted that the hand sanitisers at the front door are frequently empty. As these are maintained by the Building Manager rather than the practices, Kirsty will inform Lauren and ask that this is rectified.

Item 5: Promoting the NHS App

There was a discussion about promoting the NHS App and how the PPG could help with this. Kirsty mentioned the digital workshop that staff are directed to for training.

Following the introduction of the NHS App during Covid, patients can now use the service for many things including viewing medical records, access to advice, requesting prescriptions and changing your nominated pharmacy.

It was suggested that a text was sent to those with a mobile number to alert them to this fact. We also discussed added the information on to a prescription.

The page on the website explaining the NHS App will be signposted via text.

Item 6: PPG Roles

Trevor is to stand down as Chairman after the March AGM but will continue to stay on for another year to help the incoming Chairman.

Helen Hooper is also standing down as secretary at the AGM and Fan Randall has volunteered to take her place.

We very much appreciate all the work that Trevor and Helen have done, and continue to do, with the PPG.

Item 7: Representation of the NHS in the media

Discussion around the representation of the NHS in the media and the negative effect that this can have.

Information around the PPG can be found on the Inspire website by visiting,

<https://www.inspire-healthcare.co.uk/church-street-medical/practice-information/have-your-say/>

Next meeting: 6pm at the Devereux Centre on the 7th March 2023