

Agenda & Minutes – PPG Meeting

Date: 27th October 2022
 Time: 6pm – 7pm
 Venue: Grovelands Medical Practice
 Attendees: Dr M, O Mc (chairperson)
 F D, R D, T K, P C, J V, K N, H R, T C
 SMc
 Apologies: P B, L W, AR

| | Agenda |
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| 1. | Welcome and Apologies |
| 2. | PPG overview Changes to Membership Re-election of PPG Chair |
| 3. | Review of Minutes |
| 4. | Update from Practice |
| 5. | Communications and Surveys |
| 6. | PPG members items (including virtual Group items) |
| 7. | AOB |
| 8. | DONM |
| 9. | |

| Agenda Item | Minutes | Action |
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| 1. | Welcome OM welcomed the members introduced the new members to the group. It was noted how long some of the members have been patients at Grovelands, and there was a lot of praise for the staff and all their hard work. | |
| 2. | PPG Overview - Changes to membership - NB has stepped down from the PPG due to personal circumstances. She thanked Dr M for putting her name forward and being given the opportunity to be part of the group. Re-election of PPG chair - OM explained that she had been chair for over a year now and re-election is due by the next meeting. Although OM is happy to stand as chair for another term, if anyone else would be willing to stand then please let SM or PB know. OM is happy to discuss with anyone who would like to know more about what the role involves. | |
| 3. | Review of Minutes <ul style="list-style-type: none"> Installation of CCTV- SM informed the group that we are still awaiting the equipment and that PB is in constant communication with the company requesting updates. Second-hand Book stall- this will be discussed the next meeting | |
| 4. | Update from Practice Staff joiners <ul style="list-style-type: none"> Salaried GP Dr Narenthiran 3 new receptionists have joined the team Practice Nurse starting 1st Nov Medical Secretary starting 7th Nov Pharmacy Technician starting 7th Nov First Contact Physio starting 1st Dec Leavers 4 members of the Reception team have left to either start their own business, off to university or further education. | |

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| | <p>Nurse associate left to join another surgery closer to home Pharm tech has decided not to return after maternity leave HCA retired on 28/10/22 Admin/receptionist retired 28/10/22 First contact Physiotherapist relocated to a surgery nearer to her home.</p> <p>It was recommended that we had an up-to-date 'Who's Who' Staff board in the waiting room.</p> <p>Introduction to Adam – Health and Wellbeing Coach. Adam works at Grovelands twice a week to support patients over 18 to take pro-active steps to improve the way they manage their physical and mental health conditions, based on what matters to them. He provides support for people to develop their knowledge and skills, and gain confidence in managing health care, either face to face or by telephone. Q – How do patients access the service? Self-referral accepted by calling the practice to book an appointment. You can be referred by your GP or Nurse. Q- How has this service been advertised? Information can be found on our website and social media. We realise that not everyone uses these platforms and would welcome any suggestions from the PPG group to help spread the word.</p> <p>Adam is currently organising staff to take part in a Parkrun at Prospect Park to help promote the surgery. If any PPG members would be interested in taking part or volunteering, then please let OM know.</p> <p>Appointments available Dr M explained how the booking system has changed and that we are seeing more patients face to face compared to during the pandemic. Some patients still prefer telephone calls, although it has become difficult to ring patients back if they are calling from work or on holiday. We still have emergency calls in the morning and it should now be easier to make routine appointments. There are still a large number of DNA's due to patients either forgetting or not requiring appointment anymore but not informing the practice.</p> <p>Complaints Complaints received since the last meeting were discussed in an anonymised manner and the PPG were satisfied with the actions put in place by the practice to avoid any future similar incidents occurring.</p> <p>Flu and Covid Update We have held 3 Flu clinics at the time of the meeting and have vaccinated a total of 1609 patients to date. We will be vaccinating patients alongside our Covid clinic on Saturday 29th October, and holding a clinic of Wednesday 2nd Nov from 5pm – 7.30pm We have held one covid clinic and vaccinated 391 patients to date. We will be holding further clinics on Sat 29th Oct and Sat 12th November. If any PPG members would be able to volunteer their time to help manage the queue and carpark during the clinics, please let OM or PB know.</p> <p>Improvements Some of the pillars on the outside wall on Oxford Road have been rebuilt as they had become loose. A new back door has been fitted. Waiting room and patient corridor has been painted Some of the Clinical rooms have had new flooring laid.</p> | |
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| | Trees around the surgery have been pruned | |
| 5 | Communications and Surveys The Autumn Newsletter was sent out to the PPG and a link added on the website. Friends and Family results and any other information that we think you will find informative has been shared with the PPG. | |
| 6. | PPG Member Items <ul style="list-style-type: none"> • Second-hand book table - moved to next meeting • Young People- how can we find out their opinions or get them involved in the PPG? It was suggested that we could maybe send a survey out to the young patients, how this would be done was not decided. Maybe organise a PPG for the younger patients? | |
| 7 | A.O.B <ul style="list-style-type: none"> • Advertise what the Pharmacist role offers - maybe in the waiting room either on the TV Screen or notice boards. Also other new roles now working at the surgery. • PPG members asked who looks after the staff wellbeing. <ul style="list-style-type: none"> • We have coffee times to discuss daily tasks and have organised a Christmas meal. Staff present felt cared for. • It was suggested that patients who write in to complain could be directed to the PPG in addition to handling the complaint. | |
| 8. | DONM Jan 2023 | |