

## Agenda & Minutes – PPG Meeting

Date: 23<sup>rd</sup> January 2023  
 Time: 6pm – 7pm  
 Venue: Grovelands Medical Practice  
 Attendees: Dr M, OM (chairperson), PM, SM  
 FD, RD, TK, KN, AR  
 Apologies: LW

	<b>Agenda</b>
1.	Welcome and Apologies
2.	PPG overview 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

Agenda Item	Minutes	Action
1.	<p><b>Welcome</b></p> <p>The PPG welcomed Sri, Senior Clinical Pharmacist. Sri has worked at Grovelands Medical Centre for 4 years. He has completed training for over 8 years and achieved 1 master and 2 post grad degrees. The pharmacy team has 3 members – Sri, Harsheet (Pharmacist) and Asal (pharmacy technician) who all work full time. Their roles include medication reviews, prescribing medication following hospital discharges, and diagnosing &amp; treating minor ailments. The team also carry out prescribing audits and ensure appropriate drug monitoring is completed where appropriate.</p> <p>Sri holds COPD and diabetic review clinics. Diabetic group consultations are carried out in collaboration with Maria (nurse manager) and Adam (health and wellbeing coach). Clinics run each month for patients who are invited by the surgery to learn together as a group. Items discussed include lifestyle and diet choices.</p> <p>Sri also helps run the private travel clinic held at Grovelands every Friday morning with our nurse David.</p> <p>Q. How do patients get to speak with the Pharmacy Team?          A. Patients can ask the reception when they call in, or may be referred to the team when triaged.</p>	
2.	<p><b>PPG Overview – Re-election of Chair</b></p> <p>OM has stood as Chair of the PPG since August 2021. Members were asked at the last meeting (Oct 2022) to forward any expression of interest in the role of Chair to the practice manager before this meeting. PB confirmed none had been received.</p> <p>OM has agreed to continue as Chair and that this should be reviewed annually.</p>	

3.	<p><b>Review of Minutes</b></p> <ul style="list-style-type: none"> <li>• Update of installation of CCTV – all of the cameras have been installed and we are currently awaiting testing to be complete and a handover of footage control. We are considering to only survey footage during out of hours.</li> <li>• Second-hand book sales – on hold.</li> <li>• Information Boards around waiting room have been updated and will be reviewed regularly. A “who’s who” board will be added in the next few weeks.</li> </ul>	
4.	<p><b>Update from Practice</b></p> <ul style="list-style-type: none"> <li>• Staff joiners- Tammy and Raluca have joined the reception team Supriya is our new HCA</li> <li>Leavers - Mandy, Senior Receptionist left in December after many years’ service. Kerri will now be sole Senior receptionist overseeing the running of the Team. We are trying to recruit additional reception staff but there is a national shortage of staff. Our team receive regular training on how to help patients receive the best service we can offer. The staff work well to support each other and overcome stressful situations that may be presented.</li> <li>• The lead up to Christmas was a very busy period with additional calls about Strep A.</li> <li>• The surgery still has a high number of DNAs, mainly due to patients forgetting despite reminder texts being sent or no longer requiring the appointment as medical condition has changed.</li> <li>• New appointment system is causing some patients an issue. Can only book 2 weeks in advance. We do have online bookings for those who can’t ring if working etc but if not showing this means they are all booked until the next set of appointments are released.</li> <li>• A Blood pressure station has been introduced in the waiting room- patients can take their own readings and present the results to the clinician before their appointment. It was noted that the sign should read <b>Self</b> Blood pressure check to encourage patients to use. The PPG suggested patients may benefit from surgery staff explaining and encouraging them to use it.</li> <li>• PM thanked those that were able to help and support our flu and Covid clinics during Sept-December 2022. We very much appreciated this help.</li> <li>• 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.</li> </ul> <p><b>PCN update</b> Grovelands Medical Centre has now joined the Reading Central Primary Care Network (PCN). Patients won’t notice a change to the service we offer, apart from offering covid vaccinations at the practice.</p> <p>Q. What is a PCN? A. Primary Care Networks - a group of surgeries working together to enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.</p>	

5	<p><b>Communications and Surveys</b></p> <p>The Grovelands Winter newsletter has been sent out and posted in the surgery and on the website.</p> <p>Christmas hampers items were collected and sent out to patients. These were gratefully received</p> <p>Friends and Family</p> <p>Most patients should now be receiving a text after their appointment. Previously only 50 texts were sent. The new platform offers a higher number of patients to leave their feedback. The last report saw a majority of positive responses.</p>	
6.	<p><b>PPG Member Items</b></p> <p>AR requested that posters informing patients of a help line for Covid vaccination to be pinned in the waiting room. She also had a link for a request for volunteers at the Reading Voluntary Action group.</p>	
7	<p><b>A.O.B</b></p> <p>PB presented OM with a bouquet of flowers to say thank you for her hard work over the last year as Chair of the PPG group. We are very grateful for her dedication and hard work.</p> <p>OM would like to add her thanks for the flowers, and the support from both the PPG members and practice staff in helping the group to get set up and running effectively.</p>	
8.	<p><b>DONM</b> tbc - April 2023</p>	