

Agenda & Minutes – PPG Meeting

Date: 9th May 2023
 Time: 6pm – 7pm
 Venue: Grovelands Medical Practice
 Attendees: Dr M, PB, GH
 OM (chairperson), PC, TC, FD, AR, JV, TK, HR
 Apologies:

	Agenda
1.	Welcome and Apologies
2.	PPG overview
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>Welcome</p> <p>Introduction to Gemma Hall (Practice Paramedic/Urgent Care Team)</p> <p>Background – trained as a paramedic and worked 11 years at SCAS; supported sub-acute nursing service in Oxfordshire; been at Grovelands for 4 years. Main job is home visits – urgent and routine, and care home visits. Also involved in:</p> <ul style="list-style-type: none"> • Some triage work in practice • Vaccines administration • Care planning and end of life care • Can support nurses e.g. bloods and ECGs • Emergency trolley and drugs <p>Clinical support is always available to Gemma e.g. can video call GP from patient's home</p> <p>Another paramedic/emergency practitioner – Flo has started. Both are planning to start minor illness training (6 month course)</p> <p>PPG member question – does Gemma see Lions club beaker in fridge – with medication list? These can be supplied to the practice if they will be useful?</p>	PC
2.	<p>PPG Overview –</p> <p>No update</p>	
3.	<p>Review of Minutes</p> <ul style="list-style-type: none"> • Update of installation of CCTV – all of the cameras have been installed. To date, no significant issues. • Update on blood pressure station – the practice does not monitor how many patients are using. Other PPG members commented that they have used it or seen other patients using it. Perhaps a reminder for patients to record the readings and hand in to reception? 	

<p>4.</p>	<p>Update from Practice</p> <p>Staff joiners and leavers</p> <ul style="list-style-type: none"> • New salaried GP joined Dr Mmaduakolam working all day Monday and Thursday. • Deputy Practice Manager appointed. Sandra has left • New summariser Lucy has joined – Trudi has retired • New Urgent Care Team member (paramedic) Flo has joined • Terry (IT) has left replacement joins end of May • New reception staff joined <p>Appointments availability and booking process continues to be a challenge in order to meet the 2 week deadline as per GP contract. AM and PB explained from the practice perspective what some of the challenges are. There was a good discussion from the PPG members about their own experiences, and the practice are planning to have a review meeting with their own staff in the coming weeks. Update to be provided at next meeting.</p> <p>Comment by PPG member – can it be made easier for patients to cancel appointments rather than having to phone back and “queue” again to speak to reception? – Surgery replied that there is a facility on the text reminders received leading up to appointments to select CANCEL.</p> <p>The surgery still has a high number of DNAs averaging at about 45 per week. Various reasons for this were discussed, and the practice explained their process for dealing with repeat offenders.</p> <p>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>For noting – there are very few complaints, and the practice also receives compliments from patients which are displayed in the surgery for all staff to see.</p> <p>Spring Covid boosters – nearly complete. There have been 3 clinics held. The surgery appreciates the time offered by some PPG members to manage the queues inside and outside the surgery.</p> <p>Staff welfare – now included in the GP contract. The surgery is generally supportive and like to recognise birthdays and special occasions. They have a “social wellbeing” champion (recently taken over by another member of staff). Access to the NHS “Looking after you too” resource has been made available to all staff. We have plans in place to look at other ways to support staff as well as a walk around the block at lunchtime.</p>	<p>AM/PB</p>
<p>5</p>	<p>Communications and Surveys</p> <p>The Grovelands Spring newsletter has been sent out and posted in the surgery and on the website. The PPG were asked for suggestions for items to include in the next edition.</p> <p>Friends and Family</p> <p>There has been a decline in the April data to 86% rating the surgery as ‘good’ or ‘very good’. Possible reasons include the change in appointment system and the number of bank holidays recently, however, the PPG has asked that this is monitored to ensure there is just a one-off dip.</p>	<p>All</p> <p>PB</p>

6.	PPG Member Items OM will try to arrange an informal get together for coffee for the PPG members before next meeting	OM
7	A.O.B Question asked about urine collection sets handed out by reception, but do not contain instructions. AM will discuss with other clinicians to ensure patients aware of how to use.	AM/PB
8.	DONM tbc - July 2023	