

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Wednesday 7th September 2022

Time: 1:00PM

Venue: Meeting Room

Attendees: Alan Ryder, Rosie Ryder, Bob White, Joy White, Nisarg Bhatt, Colin Mason, Peter Shelton

For the practice: Keleigh Atkin, Melissa Coleman, Amy Morris, Dr Pattni

Apologies: Mr and Mrs Mee, Mick Bates, Maxine Clifford, Carolyn Feeney, Russell Johnson

Item	Issue	Action
1.	<p>Introductions</p> <ul style="list-style-type: none">• Keleigh Atkin - New role Business Partner• Melissa Coleman - New role Operations Manager	Information
2.	<p>Practice News</p> <ul style="list-style-type: none">• Practice Newsletter - Autumn 2022 Edition 21 To distribute on social media, website and practice waiting areas• GP team update<ul style="list-style-type: none">○ New registrars ST1 & 3. Dr Jain, Dr Dakshit, Dr Saquib & Dr Thomas○ Additional salaried GPs Dr Pattni, Dr Pike• Nursing team update<ul style="list-style-type: none">○ Sarah Dennis Nurse Manager, appointed November 2020○ Natascha Phlebotomist role, March 2021• Reception team update<ul style="list-style-type: none">○ Opened new roles to increase capacity to ensure appropriate staffing throughout the week• Additional Roles<ul style="list-style-type: none">○ We are funded for certain specific roles - Pharmacists, Paramedics, Physiotherapists, Social Prescribers and Nursing Associates. We have 2 Clinical Pharmacists, 1 Physiotherapist, a Social Prescriber Link Worker and a weekly Paramedic arranged by DHU• Hybrid Working Model<ul style="list-style-type: none">○ Mix of remote and on site is working well	Information/Discussion /Decision

Increased capacity due to not requiring extra on-site space and a better work-life balance for staff

- Website
 - We are in the process of designing a new website with a better layout and user friendly.
We will inform PPG members once it is live in order to gain feedback
- Practice Open Day
 - Saturday 29th October 10am-12pm
An opportunity to meet our team, tour our facilities, see what we offer and the option to register new patients
 - Flyer to be designed and advertised online and in Community Voice magazine
- New Baby Workshops
 - Aimed at new parents of a first child under 6 months old.
Hoping to schedule a block of 3 workshops based on Basic Life Support, Minor Ailments/Red Flags and baby massage. Further information to follow.
- Q&A Clinical Drop-In Sessions
 - A new idea to introduce virtual drop-in sessions for patients rotated between clinicians with discussions based around various chronic conditions.
This would not be an opportunity for patient consultation, for informative purposes only. Further information to follow.
- Research Trails
 - There is a need for more GP practices to become research-active sites
 - Levels 1 - 4 that practices can volunteer to take part in
 - We need to complete 12 research studies between March 2021 - March 22, currently signed up to 7
 - We are currently at Level 2, aiming to reach Level 4
- Enhanced Access
 - We have added additional telephone consultations between 7am and 9am, Monday - Friday
 - Saturday enhanced access to be fulfilled at local hubs, Castle Medical and Long Lane for Covid vaccinations at present. We will update with any changes when we are further notified.
- Patient survey
 - We are going to review as a team and present information at a future PPG meeting

3.	Patient Question Time – an opportunity for patients to raise any questions to the practice team.	Discussion
4.	Any other business	Discussion
5.	Date and time of next meeting <ul style="list-style-type: none">• 27th October 2022	Decision