

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 27th September 2022

Time: 1:00PM

Venue: Meeting Room

Attendees: Russell Johnson, Janet Wood, John Hudson, David Wood, Peter Shelton, Joy White, Bob White,

For the practice: Melissa Coleman, Amy Morris

Apologies: Julie Wileman, Colin Mason, Mick Bates, Alan Dowell

Item	Issue	Action
1.	Introductions <ul style="list-style-type: none">John Hudson - Welcome new PPG member	Information
2.	Practice News <ul style="list-style-type: none">Re cap of practice organisational structure - Partners and Operations Manager roles and responsibilities<ul style="list-style-type: none">Melissa Coleman patient facing supportGP team update<ul style="list-style-type: none">Dr Biswas has returned to cover long term maternity leave for Dr ReynoldsDr Rob Jay returning on retainer contract - Dr Jay trained with us and is currently working towards a further medical degree requiring him to continue working in practice for the duration of the 5-year training course, therefore we are hoping to keep him for the 5 yearsDr Farid - Previous GP Registrar returning part time to continue working towards his GP qualificationReception team update<ul style="list-style-type: none">Interviews being held next week - 4 shortlisted candidates with relevant experienceAdditional Roles<ul style="list-style-type: none">Paramedic recruitment - Potential DHU candidate already familiar to the practiceWebsite<ul style="list-style-type: none">We hope to be able to be able to preview new website at next PPG meeting in order to gain feedbackPractice Open Morning<ul style="list-style-type: none">Saturday 29th October 10am-12pm -	Information/Discussion /Decision

	<p>Explained showcase plan (tour, facilities, meet partners and staff) We will issue a statement in response to negative Facebook comments. The only way to increase money for GMS contract is to register new patients.</p> <ul style="list-style-type: none"> • Enhanced Access <ul style="list-style-type: none"> ○ Enhanced access to be fulfilled at local hubs, Castle Medical and Long Lane, enabling a variety of bookable remote appointments either face to face or telephone. All GPs in the area working on a rota basis to fulfil requirements • Patient survey <ul style="list-style-type: none"> ○ We are going to review as a team and present information at a future PPG meeting • S106 monies - Drawdown has started. Process with the local council took a long time. We need to be able to prove spend will increase capacity to gain approval. Money to be spent on - <ul style="list-style-type: none"> ○ New Connaught cloud-based phone system ○ New intercom security doors x 2 ○ Front desk hearing loop ○ New check in system with 2 x TVs to call patients and display announcements • Issues with expansion - NHSE need to be in agreement of requirement of expansion to approve rent uplift. We did not appear on a recent audit of practices requiring expansion, carried out by NHSE. • Reminder of hybrid working model to be used until expansion confirmed • In excess of 5 different GPs have offered to work extra hours to increase immediate capacity of routine appointments • PPG meeting time discussion - All attendees confirmed happy with current weekday lunchtime and agreed that offers to accommodate evening meetings previously did not result in any extra attendees therefore agreed that future meeting times with remain unchanged 	
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"> • Thursday 8th December 2022 1.00pm 	Decision