

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING Minutes

Date: Thursday 19th September 2023

Time: 1:00PM

Venue: Meeting Room

Attendees: Russell Johnson, Janet Wood, John Hudson, David Wood, Joy White, Bob White, Ian Whitmore, Colin Mason, Rosie Ryder, Alan Ryder

For the practice: Melissa Coleman, Amy Birch, Dr Manish Patel

Apologies: Julie Wileman, Mick Bates, Maxine Dennis

Item	Issue	Action
1.	Introductions <ul style="list-style-type: none">Ian Whitmore - Welcome new PPG member	Information
2.	Practice News <ul style="list-style-type: none">GP team update<ul style="list-style-type: none">Dr Reynolds returning from maternity leave end of Feb/beginning of MarchDr Rob Jay returned on retainer contract for 2 sessions a weekClinical team update<ul style="list-style-type: none">Stacey Scale moved from Reception to Nursing Team - Completed Phlebotomy trainingKelvin Blower - Emergency Care Practitioner 4 days per week - Previously a DHU ParamedicReception team update<ul style="list-style-type: none">Training vacancies - 8 x trainee positions available for 3/6-month temporary training position at Hugglescote Surgery. 4 permanent positions available here, the other candidates will be guided to apply for positions within the PCN.Website<ul style="list-style-type: none">New website now live - Feedback easy to navigateActive Practice accreditation - Discussed ideas to get patients and staff moving more<ul style="list-style-type: none">Parish council sports dayCommunity gardenLitter picking - 1st Saturday of the monthEnhanced Access<ul style="list-style-type: none">Enhanced access remote bookings - clinics added for acute respiratory,	Information/Discussion /Decision

	<p>pharmacy and minor injury/illness</p> <ul style="list-style-type: none"> • 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 - New check in system with 2 x TVs to call patients and display announcements now installed • PPG meeting time discussion - All members happy with current time and days however Melissa will have a think how we can be more inclusive 	
3.	<p>Patient Question Time – an opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> ○ Online booking for GP appointments - Agreed to look at this imminently for routine appointments only ○ Phone system - Hoping for installation end of Feb ○ Reception attitude/communication/signposting - Continuous training to be given with signposting aids at every desk ○ Carpark - Agree to ask Barratts about staff use of some of their available spaces ○ Compliment for Dr Pattni from PPG member Bob White 	Discussion
4.	Any other business	Discussion
5.	<p>Date and time of next meeting</p> <ul style="list-style-type: none"> • Wednesday 1st March 2023 1.00pm 	Decision