

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 13th April 2023

Time: 1:00pm

Venue: Health Promotion Room

Attendees: Peter Shelton, Russell Johnson, Maxine Dennis, Bob White, Joy White, Rosie Ryder, Janet Wood, David Wood, Alan Ryder, Colin Mason

For the practice: Amy Birch, Dr Manish Patel, Lou Dodson, Dr Divyang Jain

Apologies: John Hudson

Item	Issue	Action
1.	Introductions <ul style="list-style-type: none">Welcome new PPG member Maxine Dennis – NHS England	
2.	Team News <ul style="list-style-type: none"><u>GP Partners</u><ul style="list-style-type: none">Dr Manish Patel - became Clinical Partner at start of March<u>GP Team</u><ul style="list-style-type: none">NEW GP Registrar Dr Clare Chantrill (Apr – Aug)NEW GP Registrar Dr Kaylan Lad (Apr – Aug)Dr Lucy Reynolds (returned from maternity leave) 2 sessions per week (full day Wed)<u>Nurse Team</u><ul style="list-style-type: none">NEW Practice Nurse - Lauren Barker Starting 24/4/23 for 2 full days Mon & FriNikki Wildsmith (HCA) Now on maternity leave expecting twins (returning ~Feb 24)Stacey Scale (Phlebotomist) Soon to be undertaking HCA training<u>Reception Team</u><ul style="list-style-type: none">NEW Reception/admin trainees – Darylle, Eden, Lucy, Olivia & IanEllie – retiring mid-April<u>Recruitment Update</u><ul style="list-style-type: none">NEW 1 x Admin vacancy Primary job to help with scanning and referrals Interviewing w/b 17/4/231 x Salaried GP vacancy Still vacant. May be difficult to fill mid-term. Trainees finish September so likely to get better response then.	

<p>3.</p>	<p>Other Practice News</p> <ul style="list-style-type: none"> • <u>Speech Transfer System</u> <ul style="list-style-type: none"> ○ Installed 12/4/23 ○ Promotes better patient confidentiality ○ Additional facility for those with hearing aids • <u>Telephone System</u> <ul style="list-style-type: none"> ○ Approved and paperwork completed ○ Installation at end of April ○ System will allow for call queueing and will advise your number in the queue • <u>Online Booking System</u> <ul style="list-style-type: none"> ○ Re-opened following last PPG meeting request ○ Advertised on Facebook ○ Only available for routine appointments ○ Urgent appointments still require a telephone call on the day • <u>Car Parking</u> <ul style="list-style-type: none"> ○ Following the last PPG meeting (and due to ongoing parking issues), the practice agreed to approach Barratts and request use of 6 of their parking spaces. ○ Russell Johnson and Amy Birch have both made separate enquiries with Barratts. Russell has obtained a contact for Barratts regional Sales Director. ○ Safety concerns were raised regarding parking on the road at the front of the practice. Lou Dodson advised that the council had been contacted (see appendix A) but were unwilling to provide any safety measures. 	<p>ACTION Amy & Russell: Contact Barratts using new details</p> <p>ACTION Russell: Follow up with the council regarding safety measures</p>
<p>4.</p>	<p>Patient Question Time An opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> • <u>Spring COVID Vaccination Pop-up Clinic</u> <ul style="list-style-type: none"> ○ Confirm whether this is provided at county level, or whether Hugglescote will be providing • <u>Telephone System</u> <ul style="list-style-type: none"> ○ Existing message advises to Press 5 for a call-back, but this doesn't happen. Won't investigate as will be imminently withdrawn from service ○ Look into how to skip past phone greeting for new system • <u>Online Booking System</u> <ul style="list-style-type: none"> ○ Investigate availability of routine appointments – should be able to see up to 6 weeks ahead. • <u>Extension</u> <ul style="list-style-type: none"> ○ Concerns raised over lack of progress with extension given increasing number of patients in the area ○ Dr Patel advised the hold-up was with NHS England; that Hugglescote did not fit the criteria for 'priority'. This has been appealed but no result yet, despite providing list-size projections 	

5.	Any other business None	
6.	Date and Time of Next Meeting <ul style="list-style-type: none">Thursday 25th May at 1pm	