

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING MINUTES

**Date:** Thursday 25<sup>th</sup> May 2023

**Time:** 1:00pm

**Venue:** Health Promotion Room

**Attendees:** Peter Shelton, Russell Johnson,  
David Wood, John Hudson

**For the practice:** Amy Birch, Dr Divyang Jain

**Apologies:** Bob White, Joy White, Maxine Clifford, Rosie Ryder

Item	Issue	Action
1.	<b>Introductions</b> <ul style="list-style-type: none"><li>• Dr Divyang Jain – Third year GP Registrar to chair today's PPG Meeting as part of a leadership task to form part of his GP qualification.</li></ul>	
2.	<b>Team News</b> <ul style="list-style-type: none"><li>• <u>Clinical Team</u><ul style="list-style-type: none"><li>○ Kelvin Blower – Emergency Care Practitioner Voluntary resignation May</li><li>○ Dom Purnell – Advanced Nurse Practitioner To work an additional Wednesday AM session from June – Complex diabetes</li><li>○ First Contact Physiotherapist – Additional Roles Reimbursement Scheme</li><li>○ Trainee Nursing Associate – Employed by the PCN to train at the practice from June/July</li><li>○ Trainee Pharmacy Technician – Employed by PCN to train at the practice – Awaiting further details and start dates</li></ul></li><li>• <u>Nurse Team</u><ul style="list-style-type: none"><li>○ Locum HCA Peter Dolman – To offer adhoc clinics to cover maternity leave</li><li>○ Locum Nurse Sandie - To offer adhoc clinics when required</li></ul></li><li>• <u>Reception Team</u><ul style="list-style-type: none"><li>○ Trainee scheme working well – Permanent contracts to be discussed end of June</li></ul></li><li>• <u>Recruitment Update</u><ul style="list-style-type: none"><li>○ 1 x Salaried GP vacancy Still vacant. Practice to attend Recruitment Marketplace in June for GP Trainees due to qualify in September.</li></ul></li><li>• <u>Spring Covid Booster</u><ul style="list-style-type: none"><li>○ Practice to vaccinate housebound and Coalville Care Home only</li></ul></li></ul>	

	<ul style="list-style-type: none"> <li>○ Other eligible patients will attend vaccination hubs at either Castle Medical or Long Lane</li> <li>○ Eligible patients can contact reception to book them into a vaccination hub</li> <li>● <u>Lifestyle Medicine – Clinical Meeting</u> <ul style="list-style-type: none"> <li>○ Looking at ways to improve practice</li> <li>○ Group consultations – Pre diabetics first cohort</li> </ul> </li> </ul> <p>Further details to follow</p>	
<b>3.</b>	<p><b>Other Practice News</b></p> <ul style="list-style-type: none"> <li>● <u>Telephone System</u> <ul style="list-style-type: none"> <li>○ Connaught cloud-based telephone system now live</li> <li>○ Patient queue number function</li> <li>○ Reception call board showing call stats for staff</li> </ul> </li> <li>● <u>Car Parking</u> <ul style="list-style-type: none"> <li>○ Ongoing request for Barratts to grant us use of up to 6 parking spaces for staff.</li> </ul> </li> </ul> <p>Russell Johnson awaiting a response from Anthony Rowan - Barratts Director</p>	
<b>4.</b>	<p><b>Patient Question Time</b> An opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> <li>● Can we review the length of the telephone welcome message? <ul style="list-style-type: none"> <li>○ Agreed to review, however there will be no option to skip the message due to the importance of the information.</li> </ul> </li> <li>● First Contact Physiotherapist – to communicate details on practice website</li> <li>● Can we add summary of GP weekly sessions to staff section on practice website? <ul style="list-style-type: none"> <li>○ Agreed to ask Lou to add this information</li> </ul> </li> <li>● Medication reviews – More information on how they should work with regards to reminders <ul style="list-style-type: none"> <li>○ Agreed to invite a Clinical Pharmacist to our next PPG meeting</li> </ul> </li> <li>● Can we change font to BOLD on prescriptions showing medication review date? <ul style="list-style-type: none"> <li>○ We are unsure whether the system allows this however we will ask Pharmacists.</li> </ul> </li> </ul>	
<b>5.</b>	<p><b>Any other business</b> None</p>	
<b>6.</b>	<p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>● Thursday 6<sup>th</sup> July at 1pm</li> </ul>	