

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 6th July 2023

Time: 1:00pm

Venue: Health Promotion Room

Attendees: Peter Shelton, David Wood, Janet Wood, John Hudson, Rosie Ryder, Alan Ryder

For the practice: Amy Birch, Melissa Coleman, Bryonie Mellor, Natasha Downing

Apologies: Bob White, Joy White, Russell Johnson

Item	Issue	Action
1.	Introductions <ul style="list-style-type: none">• Bryonie – Social Prescribing Link Worker NWL• Natasha – Adult Care Co-ordinator	
2.	Team News <ul style="list-style-type: none">• <u>Clinical Team</u><ul style="list-style-type: none">○ 3 x new GP Registrars placement at practice 3/8• <u>Reception Team</u><ul style="list-style-type: none">○ Trainee scheme success – Part time permanent positions offered to Ian, Lucy and Olivia○ Tracey promotion – Reception Supervisor○ Jen promotion - Admin• <u>Recruitment Update</u><ul style="list-style-type: none">○ GP Trainee Marketplace event – Offered 1 x Salaried GP position, 4 sessions per week 4/9○ 1 GP vacancy remaining	
3.	Other Practice News <ul style="list-style-type: none">• <u>Telephone System</u><ul style="list-style-type: none">○ Feedback positive○ Patient queue number function helpful for patients○ Reception call board showing call stats for staff helpful for practice○ Agreed to review length of 'welcome message' at practice meeting and feedback to PPG○ Raise issue of missed routine call due to GP 'not having time to complete list' – MC to investigate• <u>Practice Website</u><ul style="list-style-type: none">○ New self-care section	
4.	Patient Question Time <p>An opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none">• First Contact Physiotherapist – to communicate details on practice website	

	<ul style="list-style-type: none"> • Can we add summary amount of GP weekly sessions to staff section on practice website? <ul style="list-style-type: none"> ○ Agreed to add this information • Could GPs ensure they stick to agreed appointment call times for routine appointments – Agreed to review at practice meeting to discuss obstacles with GPs • Invite Clinical Pharmacist to next PPG Meeting 	
5.	<p>Any other business</p> <ul style="list-style-type: none"> • Suggestion to add Social Prescribing section to practice website and utilise waiting room screens for promotional slides 	
6.	<p>Date and Time of Next Meeting</p> <ul style="list-style-type: none"> • Thursday 17th August 1pm 	