

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING MINUTES

**Date:** Thursday 17<sup>th</sup> August 2023

**Time:** 1:00pm

**Venue:** Health Promotion Room

**Attendees:** Russell Johnson, David Wood, Janet Wood, John Hudson, Bob White, Joy White, Colin Mason

**For the practice:** Amy Birch, Melissa Coleman, Dina Gusai, Helen Cullinan

**Apologies:** Rosie Ryder, Alan Ryder, Peter Shelton

Item	Issue	Action
1.	<b>Introductions</b> <ul style="list-style-type: none"> <li>• Helen Cullinan – LOROS Community Engagement Officer</li> <li>• Dina Gusai – Practice Clinical Pharmacist</li> </ul>	<p>Note</p> <p>Note</p>
2.	<b>Team News</b> <ul style="list-style-type: none"> <li>• <u>Clinical Team</u> <ul style="list-style-type: none"> <li>○ Dr Saney 4 sessions per week 4/9</li> <li>○ Libby HCA (awaiting nursing pin to take on Practice Nurse role) 4/9 20 hours per week.</li> </ul> </li> <li>• <u>Recruitment Update</u> <ul style="list-style-type: none"> <li>○ 1 GP vacancy remaining 3-4 sessions per week – Interviews taking place w/c 21/8</li> <li>○ 3 reception vacancies – 2 x 20 hours, 1 x 16 hours</li> <li>○ Hopeful that the ICB will approve another reception training programme.</li> </ul> </li> <li>• Telephone welcome message – Practice reviewed as agreed and able to shorten recording slightly.</li> <li>• Flu clinics – Vaccines ordered for delivery w/c 7th September – Clinics and invites yet to be finalised.</li> <li>• New appointment template – Patients now have the choice of telephone or face to face routine appointments.</li> <li>• Research projects <ul style="list-style-type: none"> <li>○ Practice is aiming to achieve level 3 research practice.</li> <li>○ Eligible patients will receive invites to take part in suitable clinical trials throughout the year.</li> <li>○ Melissa recently successful in taking on role of Research Champion for LLR</li> </ul> </li> <li>• Car Parking <ul style="list-style-type: none"> <li>○ Russell in contact with Martyn Parker – Barratts director</li> <li>○ Barratts to contact Keleigh to arrange a meeting at the practice to discuss use of showroom carpark</li> </ul> </li> </ul>	

3.	<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>○ Recording of calls to be introduced imminently – Inbound calls only.</li> </ul> </li> </ul>	
4.	<p><b>Patient Question Time</b></p> <p>An opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> <li>• Health promotion screens – When will these be working?</li> <li>• Practice notice boards – Information displayed requires updating</li> </ul>	
5.	<p><b>Any other business</b></p>	
6.	<p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>• Thursday 28<sup>th</sup> September 1pm</li> </ul>	