

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING MINUTES

**Date:** Thursday 13<sup>th</sup> June 2024  
**Time:** 1:00pm  
**Venue:** Health Promotion Room  
**Attendees:** Peter Shelton, Joy White, Bob White, Russell Johnson, John Hudson, Colin Mason, Rosie Ryder, Alan Ryder, David Wood, Janet Wood  
**For the practice:** Amy (chair), Lou (minutes), Dr Patel (GP)  
**Apologies:** None

Item	Details
1.	<p><b>Team News</b></p> <ul style="list-style-type: none"><li>• <u>RECEPTION TEAM</u><ul style="list-style-type: none"><li>○ <b>New:</b> Cheryl (f) started 13/05/2024 (20 hours flexible)</li><li>○ <b>New:</b> Nikki (f) started 12/06/2024 (20 hours flexible)</li><li>○ <b>Transferred:</b> Lucy from Reception to Phlebotomy</li><li>○ <b>Vacancies:</b> 2 x 20hrs - 25hrs, 1 x 18.75hrs</li></ul></li> <li>• <u>NURSING TEAM</u><ul style="list-style-type: none"><li>○ <b>Leaver:</b> Nic (Assistant Practitioner) left on 06/06/2024</li><li>○ <b>Leaver:</b> Stacey (Phlebotomist) leaves on 20/06/2024</li><li>○ <b>Leaver:</b> Sarah (Nurse Manager) leave on 09/08/2024</li><li>○ <b>Increased Hours:</b> Libby will be full time from this month.</li><li>○ Melissa will manage the nurse team and oversee any restructures.</li></ul></li> <li>• <u>PHARMACY TEAM</u><ul style="list-style-type: none"><li>○ <b>New:</b> Tanpreet (f) started 17/05/2024</li></ul></li></ul>
2.	<p><b>Total Triage – Q&amp;A with Dr Manish Patel</b></p> <ul style="list-style-type: none"><li>• Dr Patel summarised the plan for moving to the Total Triage model. He also clarified areas that the PPG queried.</li></ul>

<p>3.</p>	<p><b>Patient Question Time</b></p> <ul style="list-style-type: none"> <li>• <u>Extension Update</u></li> </ul> <p>No update available. Amy to ensure that management have provided a summary of the current situation for the next PPG.</p> <p>Russell advised that a planning application for the remaining land needs to be submitted on behalf of the practice now.</p> <p><b>ACTION AMY:</b> Request summary of situation from partners and advise regarding planning application.</p> <ul style="list-style-type: none"> <li>• <u>Parking</u></li> </ul> <p>John raised concerns with lack of parking space and asked if staff could park elsewhere. Amy advised that most staff live outside of Coalville so have to travel in by car but agreed that parking was an issue especially for vulnerable / infirm patients.</p> <p>Joy suggested patients contact Marlene Reid centre for free transport to and from the surgery.</p> <p><b>ACTION AMY:</b> Contact Barratts again for staff parking spaces.</p> <p><b>ACTION LOU:</b> Find information regarding Marlene Reid transport provisions and display on call screens.</p> <ul style="list-style-type: none"> <li>• <u>Correspondence Management</u></li> </ul> <p>Concerns amongst the group that paperwork from hospitals is taking too long to process. Amy advised that there was typically a 2-week turnaround, but during holiday periods, this may be a longer delay where staff are on annual leave. Amy also reassured the group that Dr Patel had been doing some significant work in this area to ensure that urgent letters are processed accordingly.</p> <p><b>ACTION AMY:</b> Ask for an update on the Correspondence Management protocol and bring to the next PPG.</p>
<p>4.</p>	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• None.</li> </ul>
<p>5.</p>	<p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>• Thursday 18<sup>th</sup> July at 1pm</li> </ul>