

# Hugglescote Surgery

## PATIENT PARTICIPATION GROUP MEETING MINUTES

**Date:** Thursday 29<sup>th</sup> August 2024

**Time:** 11:00AM

**Venue:** Health Promotion Room

**Attendees:** Alan Ryder, Rosie Ryder, Bob White, Joy White, John Hudson, David Wood, Janet Wood

**For the practice:** Melissa Coleman (chair), Amy Birch (minutes)

**Apologies:** Peter Shelton

Item	Details
1.	<p><b>Practice News</b></p> <ul style="list-style-type: none"><li>• <u>Reception Team</u><ul style="list-style-type: none"><li>○ New starter 13/8 - Shannon, 25 hours per week/flexible rota</li><li>○ 2 vacancies – 1 x 20-25 hours, 1 x 18.75 hours</li></ul></li><li>• <u>Admin Team</u><ul style="list-style-type: none"><li>○ Jo leaver after 34 years – Dispensing clerk at another NWL practice</li></ul></li><li>• <u>Nursing Team</u><ul style="list-style-type: none"><li>○ Lucy completed Phlebotomy training, starting HCA training.</li><li>○ Lauren completing Practice Nurse training July 2024</li><li>○ Sarah Ward – Leaving October 2024</li><li>○ Discussions to agree recruitment of HCA or Nursing Associate</li></ul></li><li>• <u>GP Team</u><ul style="list-style-type: none"><li>○ Dr Perepu – (GP Registrar ST3) Aug 24 – Feb 26</li><li>○ Dr Mulvihill – (GP Registrar ST1) Aug 24 – Dec 24</li><li>○ Dr Chantrill – (GP Registrar ST3) Aug 24 – Aug 25</li><li>○ Dr Lad – (GP Registrar ST3) Aug 24 – Aug 25</li></ul></li></ul>

2.	<p><b>Other Practice News</b></p> <ul style="list-style-type: none"><li>• <u>Routine Appointment Availability</u><p>Next available appointments are:</p><ul style="list-style-type: none"><li>○ 30/08/2024 via Enhanced Access provision at PCN level</li><li>○ 04/09/2024 at Hugglescote (face-to-face or telephone)</li></ul></li><li>• <u>Total Triage</u><ul style="list-style-type: none"><li>○ Live from 1<sup>st</sup> August</li></ul></li></ul>
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	<ul style="list-style-type: none"> <li>○ Positive feedback, no complaints, appointments available within two weeks</li> <li>● <u>Correspondence Management</u> <ul style="list-style-type: none"> <li>○ Outsourcing to NOVA Healthcare Solutions</li> <li>○ Same regulations and inspections</li> <li>○ 500 documents per week limit</li> <li>○ Three-month trial period, before agreeing 12-month contract</li> </ul> </li> <li>● <u>Extension Update</u> <ul style="list-style-type: none"> <li>○ Landlord and ICB update – Landlord has recently tried to contact developers again to check on time scale of land availability.</li> </ul> </li> <li>● <u>Flu Clinics</u> <ul style="list-style-type: none"> <li>○ 9/10 main clinic</li> <li>○ Possible RSV vaccine to be offered, if available</li> <li>○ Covid-19 vaccine to be offered, if available</li> <li>○ 1600 vaccines ordered.</li> </ul> </li> <li>● <u>LLR PPG Network meeting dates.</u> <ul style="list-style-type: none"> <li>○ Thursday 26<sup>th</sup> September 2024 - LLR ICB AGM between 6-7pm at the Leicester Tigers Rugby Club on Aylestone Road.</li> <li>○ Peter Shelton unable to attend the next meeting as our PPG representative – volunteer welcome.</li> </ul> </li> </ul>
<p><b>3.</b></p>	<p><b>Patient Question Time</b></p>
<p><b>4.</b></p>	<p><b>Any other business</b></p>
<p><b>5.</b></p>	<p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>● Thursday 31<sup>st</sup> October at 1pm</li> </ul>