

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

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| Date: | Thursday 31 st October 2024 |
| Time: | 1.00pm |
| Venue: | Health Promotion Room |
| Attendees: | Alan Ryder, Rosie Ryder, Bob White, Joy White, David Wood, Russell Johnson, Peter Shelton |
| For the practice: | Melissa Coleman (chair), Amy Birch (minutes) |
| Apologies: | John Hudson, Colin Mason |

| Item | Details |
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| 1. | <p>Practice News</p> <ul style="list-style-type: none">• <u>Reception Team</u><ul style="list-style-type: none">○ Cheryl leaver October○ Jo P leaver October○ 3 vacancies○ Melissa exploring AI reception option.• <u>Admin Team</u><ul style="list-style-type: none">○ Olivia leaver after 11 years• <u>Nursing Team</u><ul style="list-style-type: none">○ Lucy starting HCA training.○ Libby completed GPN course.○ Trying to recruitment HCA○ Melissa exploring funding streams for further training i.e., minor illness, women's health to alleviate the need for a GP appointment as well as nursing time.• <u>GP Team</u><ul style="list-style-type: none">○ Dr Abdelgabbar – (GP Registrar ST1) Dec 24 – Apr 24○ Dr Mulvihill - End of rotation Dec 24 |

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| 2. | <p>Other Practice News</p> <ul style="list-style-type: none">• <u>Routine Appointment Availability</u> Next available appointments are:<ul style="list-style-type: none">○ 02/12/2024 at Hugglescote (face-to-face or telephone) (GREEN routine).○ AMBER or RED within 14 days. |
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| | <ul style="list-style-type: none"> • <u>Correspondence Management</u> <ul style="list-style-type: none"> ○ NOVA contract did not work out. ○ Practice to introduce Anima AI correspondence management – 4-month trial. • <u>Extension Update</u> <ul style="list-style-type: none"> ○ Landlord and ICB update – Landlord has recently tried to contact developers again to check on time scale of land availability. • <u>Flu Clinics</u> <ul style="list-style-type: none"> ○ Flu clinic a success – Thank you to David and Russell for volunteering on carpark duty. ○ RSV being offered, if eligible. ○ 160 flu vaccines over and 160 flu vaccines under remaining in stock. |
| 3. | Patient Question Time |
| 4. | Any other business <ul style="list-style-type: none"> • PPG requested an update on planning application. <ul style="list-style-type: none"> ○ Melissa to discuss with Partners. |
| 5. | Date and Time of Next Meeting <ul style="list-style-type: none"> • Thursday 12th December, 1pm |