**Carmel Medical Practice**

**Patient Participation Group**

**Date:**

**Present:**

**Dr Raza - Partner**

**Gwenda Blake – Practice Manager**

**Jennifer Smart – Deputy Practice Manager**

**Holly Larman – Lead Nurse**

**Neil Thompson - PPG**

**David Lee -PPG**

**David Simmons -PPG**

**Richard Twomey-PPG**

**Kenneth Greenfield-PPG**

**Carole Ferguson-PPG**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** |  Shelia Parkes |  |
| **Minutes of Last Meeting** | Gwenda recapped last minutes from September meeting.All PPG members introduced themselves. |  |
| **Agenda items to discuss** | 1. Staff Changes
2. Phone System
3. Appointment changes
4. PPG member items

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| **Agenda Items****Staff Changes****Phone System****Appointment changes** | Gwenda is retiring as Practice Manager in January and a New Practice Manager has been appointed called Sue Geldart, and she is an experienced former manager from James Cook.Jennifer Smart has been appointed a Deputy Practice Manager.Nurse Practitioner Safak Kocu is retiring in February and we are holding interviews next week for a new Nurse Practitioner to replace her.We have employed a Business Apprentice Poppy to work in Reception and are looking to employ another in the next few months. After the last meeting we contacted our phone service provider Focus and arranged for the queue system to be put in place when patients contacted the surgery. It was highlighted that this was not working so the Deputy Manager contacted the provider and they corrected and re-installed the system. This was due to a technical problem Focus had experienced. All PPG members expressed positive feedback on this provision.Deputy Manager informed the PPG that we are looking in the future if costings are favourable at providing a call back service for the patients but we are awaiting more information and prices when available from Focus.Gwenda explained from January 2022 more face to face appointments will be made available with GP's and NP's but we still will have telephone triage appointments. It will be 50/50 mix.We are also looking to re-introduce pre-bookable online appointments in the near future.Holly discussed the nurse appointments are now back to 10 min slots to create more appointments for patients and from next week we will introduce a Duty Nurse rota for urgent ecg's/bloods/dressings etc that need to be seen that day. This rota will have a named nurse each day who will pick up the extra urgent appointments to make it fair to all nursing staff.  |  |
| **PPG Member Items** | PPG happy with the way Agenda is sent to them and discussed going forward a PPG member chairing the meeting. 2 PPG members discussed issue in Reception and being ignored by 2 Reception staff at the front desk. Gwenda will address this with the Office Manager and it will be included in the Reception meeting for her to address with the team. PPG member asked if staff receive appraisals and perhaps customer service training could be included in a training schedule. Gwenda informed all staff have yearly appraisals.PPG asked if over 75 healthcare was to be cancelled at the surgery as announced by the government. Holly informed that the Practices in Darlington did not sign up for that agreement and it is service as normal in the surgery, nothing has been stopped. PPG were very happy to hear that.PPG asked in staff had been taken from the surgery to fulfil Covid/flu obligations like last year. Holly informed this was not the case this year and we held 3 flu Saturday sessions ourselves at the surgery for our patients.PPG asked if the surgery could become a GP trainer practice. Dr Raza informed not at present due to lack of capacity but it was of interest and may be addressed in the future.Holly informed PPG that we would be training student nurses again in the surgery and looking at providing Paramedic training too.Some PPG members had an issue being heard via the intercom system. Gwenda to address the volume and settings with Reception.PPG asked why we have a maximum of only 6 patients in the surgery at any one time waiting to be seen. Gwenda informed this was for Covid reasons and to maintain social distancing.PPG asked if missed appointments could be displayed in the surgery to highlight to all patients the issue. Gwenda informed that a report would be run and we would display this as suggested and look to having the information on the TV screen when this has been re-introduced as a communication source.Mr Simmons discussed Prostate Cancer Campaign for free blood test. Dr Raza discussed surgery approach to Prostate Cancer and the assessment process. The free blood test completed would not be a full assessment therefore the charity drive would not be supported by the surgery.PPG asked for the minutes from the meeting be displayed on the website as they were missing. Gwenda informed when they were available they would be given to the Reception member who looks after the website to attached.PPG discussed also the Patient Survey that was countrywide a few years ago and whether it would be an idea to repeat this. In was decided this was something to address in the future.PPG would like it known that they find the Nurse Practitioners excellent but they felt their service and what they can do should be promoted. Gwenda agreed this should happen and this could be displayed on the website for all patients.PPG asked if we were fully staffed as a surgery. Gwenda informed that we are and we have 5 partners and 1 salaried GP, 3 NP's , 4 Nurses and 3 HCA.Meeting closed with thanks to all for attending.Next meeting to be arranged for **9th March 2022**. |  |