

**Carmel Medical Practice**

**Patient Participation Group**

**Date: Wednesday 31st January 2024**

**Present:**

**Dr Randall - Partner**

**Sue Geldart – Practice Manager**

**Jennifer Smart – Deputy Practice manager**

**Carole Ferguson – Patient Representative**

**Richard Twomey – Patient Representative**

**Andrew Harrison – Patient Representative**

**Jonathon Reay – Patient Representative**

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| **Item** | **Outcome** | **Action** |
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| **Introduction and Apologies For Absence** | Mrs Tosach (unable to attend)  Mrs Harrison (unable to attend) |  |
| **Minutes from last meeting recap** | JS recapped minutes from meeting held on 20.9.23 and all actions had been undertaken by Practice that had been discussed. JS asked if all PPG members agreed for approval. All agreed. Minutes approved. |  |
| **PPG on Staff Photos**  **Workforce Update**  **New Telephony System**  **QOF Quality Improvement Project – Improving Access and Staff wellbeing Survey** | JS discussed this request from the PPG Meeting 20.9.23 and that it was explored, and the costs involved, £80 for team photo and £235 for team photo and individual pictures. PPG felt this was too expensive and were happy with self-taken photos added to website only. JS informed this would be taken to Partners meeting to discuss further.  JS updated PPG on workforce and recruitment in the surgery.   * JS informed no changes to Partners or salaried GP. * No changes to Nurse Practitioners * All three Practice Nurses are now non-medical prescribers. * We recruited a HCA to replace another in September 2023 but unfortunately role was not for her. We have recruited again, and a new HCA will join the team in March 2024. * Practice Nurse has now left the Practice in January 2024 and we are actively recruiting for another to join the three we already have in the team. * We will, in February 2024, have completed our first rotation with a GP Registrar. Our next trainee will start early February 2024. MR informed the PPG how the training for a new registrar takes place and what they are to achieve. * Due to time /capacity we are no longer mentoring a Trainee Nursing Associate at present. * The new Office Manager recruited in October 2023 left as role not for her, but we have a new OM recruited from within the existing team who started in Oct 2023 who was one of our senior receptionists/prescription clerk. We are at present actively recruiting for 2 more part time receptionists to join our team. * IT Manager is on maternity leave until July 2024. * Clinical Pharmacist is now in place and started in November 2023 to support the clinical team with medication reviews/queries/discharges etc.   Practice now also has a First Contact Physio located in the Practice for 2 days per week currently, but we are hoping after recruitment that we have one here 5 days per week.MR discussed the FCP role with the PPG and what they can and can't do and the role they provide. PPG asked if a poster could go up in reception and on website to inform patients. JS briefed that these were up in Reception.  JS discussed the new telephony system and feedback received seemed positive from patients when using. JS discussed the call back option and that we are going to trial its use. PPG were very positive about the trial. SG to discuss with telephone company.  PPG asked if when leaving a message for patients to contact the Practice, could we include the option to choose when calling back as some recordings are longer than others and it would be better to direct a patient to the right line. JS said the Practice would explore this further.  PPG added that the website needed to be updated as it still says new telephone system is coming in 2018. JS to ask website provider to remove it.  JS informed PPG of the 2 audits completed in the Practice for improving access. The main theme/improvement is to signpost patients to other services such as Pharmacy and FCP.  Re: the Wellbeing Surveys added that staff felt their wellbeing on the whole in the survey is satisfactory but there are areas for improvement in job progression and stress levels. PPG asked if these are addressed in appraisals and JS confirmed that was the case. PPG acknowledged that stress levels may be high as we work in a highly stressful vocation. JS added that the survey discussed the need for team building activities inside and outside of work that are being explored and organised. Healthy eating was explored, and a weekly fruit/salad basket is now in place at the Practice. We can probably expand on this but only what was discussed at the meeting. JS will keep the PPG updated. | **JS to take to Partners to be discussed further.**  **SG to contact X-On regarding call back option.**  **JS to contact website provider to remove.** |
| **Items from PPG Members** | PPG asked for TV to be updated as junior doctor strike action is still displayed. JS to update.  PPG asked about Practice expansion and SG updated that surveyors had completed a basic assessment and the land that could be used was to the front of the building but to have more robust plans this would cost approximately £6000. At present Partners thought it was too expensive and for future consideration as any costs would need to be met by the Practice (34%) if a bid to the ICB were successful (they'd fund 66% if approved). SG discussed grants that may be available if we consider expansion and the costs to the Partners. PPG asked if we would consider moving and SG added that this was not in our current plans.  MR discussed access and demand and SG informed our Practice list size has seen an increase of 19% since 2017 and we now have 11419 patients on our Practice list.  PPG discussed issues with using the Pharmacy for minor ailments that patient is encouraged to utilise more as they felt that they weren't always welcome, and the facilities were not adequate (busy and small) and this should be fed back to them. SG discussed customer service and that feedback should be given so they can improve their service.  . | **JS to update TV playlist.** |
| **Any Other Business** | * JS informed PPG idea for posters to promote PPG had been put up in Reception, on TV and website. This had generated 2 new members that unfortunately could not attend today but the Practice would continue with the promotion. * SG discussed how PPG felt about having a PCN wide PPG as this had been discussed at a PCN meeting. Also, SG has been contacted by Healthwatch (Darlington) about having a PPG network. PPG discussed this had happened in the past and were favourable to the idea. SG suggested this could be included in the PCN newsletter that is produced and that shared experiences/learning were beneficial to all Practices. SG to pass on comments. * JS will send minutes when completed to all PPG members via email. Shelia Parkes asked in the previous PPG meeting for hers to be sent in the post. * JR raised 2 personal items for advice and clarity and SG/JS informed these would be looked into after the PPG. | **SG to action**  **JS to action**  **JS/SG to review and advise JR (completed 31.1.24)** |
| **Date and Time of Next Meeting** | To be confirmed, PPG asked for the next meeting to be late April 2024  . | **JS to arrange** |