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| **Greengate Medical Centre** |
| **PPG Meeting Minutes** **Monday 25th November** |

**In Attendance:**

Simone Bone Practice Manager – Minute Taker

Sara Mitchell PA to Practice Manager and PPG Lead - Chair

Dr Tom Edwards GP Partner

Debbie Linda Diane Tim

Bernie Lauren Rosemary Sue

Christine Stephen

**Apologies:**

Carol Andrew Lisa Aimee Savina

**Agenda:**

1. **Welcome**

Simone Started off by saying thank you to everyone who could attend today’s meeting and asked if everyone could introduce themselves. Simone passed over to Sara (PPG Lead) who chaired the rest of the meeting.

Sara thanked everyone for taking time to come today, we appreciate that everyone is very busy, especially before Christmas. Unfortunately, the PPG has not been in action for a couple of years - this is new to both me and Dr Edwards and of course many of you. The idea is to start afresh with new ideas and suggestions.

On Thursday 24th October we met with Linda and Debbie former PPG members to go over what we can focus on for this meeting, as this was the first meeting we didn’t want to overwhelm you with things on the agenda so Marie Curie and Daffodil Standards will be something we discuss at the next meeting.

Dr Edwards is our newest GP Partner who started officially in June of this year and is coming to these meetings with a clinicians input.

1. **Introduction from Dr Edwards and clinical background**

Dr Edwards has been with the practice since June 2019 (locum from April) doing 8 sessions a week taking over retired Dr Ford’s patients.

Dr Greer is now Senior Partner and works 6 sessions a week.

We have recruited a Salaried GP, Dr Rebecca Harrup who works 6 sessions a week.

We have 2 new Practice Nurses, Lynne and Nicole and also have Zoie, who was our HCA, but is in training to be a Nurse Associate which is more qualified than a Healthcare Assistant but not a Practice Nurse.

We will aim to have PPG meetings every 3 months where feasible.

Dr Edwards gave an update on what is happening with the practice over the next 12 months and beyond.

PCN (Primary Care Network) – This is a Network Contract that NHS England has enforced. It is about practices working together and providing better care for our patients Within our PCN, there are 3 other practices. This contract will enable us to have access to a Social prescriber and a Pharmacist who will works across the 4 surgeries.

Training Practice - Dr Keshri has become a GP trainer and the rest of the Partners have become supervisors therefore, as of next year we will become a training practice, which will allow the junior qualified Doctors to undergo training within GP settings. All of the Partners will support the registrars and one day hopefully we could see them working here permanently.

HVS (Home Visiting Services) – This is a service that has been offered to practice to help with the workload of visits. All visits will come through to the practice as normal and our doctors will triage what has come through as a visit. If the doctor feels that it is something the HVS can deal with, then they will refer it to them for them to visit, this is usually done by a paramedic or equivalent professional.

Practice Expansion – As you all know housing developments are being put up quickly everywhere and as a practice if these fall within our practice catchment area, we will have to take on new patients, which will of cause increase the demand. We have just over 11500 patient registered. As a practice we do have room to extend and would like to in order to cope with the demand but we are dealing with a lot of financial and physical constraints.

* Builders are not putting monies towards health and social care, for example the monies from the Hallam Fields estate went on highway
* We cannot close our list size, this was asked for in 2015 and was turned down by the CCG (Clinical Commissioning Group), and therefore we reduced our practice catchment boundary to help.
1. **Online/NHS App**

Parts of the NHS contract, GP practices have to offer 25% of their appointments online. This allows patients to book appointments and order repeat prescriptions 24 hours a day, every day. As a practice, we need to encourage people to use this as much as possible. It is proving a bit of a struggle to meet both patient requests and our obligations as part of the NHS contract. We understand that some people have their reservations but it is the way forward. We are offering the bare minimum at the moment because these slots are not being used to their potential. There is also the NHS App that is available to download and this is really easy to use.

We have it advertise within the practice on the phone recordings and will encourage patients to sign up whilst here at the surgery. We need help from the PPG to promote this or suggestions on how we encourage patients to register.

To advertise in the Birstall Post, staff to verbally offer this and more posters were suggested. Christine volunteered to help us promote this.

1. **Charity/Fundraising Events/Support Groups**

As a practice we often support charitable causes that are donated to by staff and partners. We would like to start getting patients involved as well if we can, as this will in return raise more awareness for the charities we support. The advice and support that these charities offer will in no doubt help all of us at some stage with ourselves or a family member or friend.

We are making moves to becoming a Dementia Friendly Practice and part of being recognised as Dementia friendly is holding a charitable fundraising event. Alzheimer’s Society hold an annual event called ‘Elf day’. On Friday the 6th December we will be hosting ‘Elf Day’ so the staff and anyone else have been invited to dress up and perhaps donate. We are also promoting this on the 23rd and 24th December in an effort to reach more people and spread festive cheer along the way. The practice would like a few volunteers to support this event by having a table in the waiting room with a collection box and also offering leaflets promoting Dementia awareness and support.

We are looking for perhaps 4 members that are willing to give up an hour of their day to help.

Times that we are thinking are on the 6th December:

Morning Session

9-10 =

10 – 11 = Debbie

Afternoon Session

2.30 – 3.30 = Diane

3.30 – 4.30 = Bernie

Alongside this date, on 23rd and 24th December Steve has volunteered some time for this. More volunteers would be grateful.

If you could let me know anyone else who is available that would be much appreciated.

Walking Support Group – Promoting gentle activity and providing a social activity to those who may need it. E.g. patients that are alone, vulnerable or socially isolated.

This event will be open to everyone, keep it very local for starters and very informal. To have a meeting place (for example, the surgery) and to walk around Birstall - to the park and through the village.

Volunteers: Tim, Linda and Christine to lead this

I will put something in Birstall Post when have a date but any other suggestions on advertising and if the volunteers have dates/times in mind please let us know.

1. **Car Park**

Car parking seems to be a regular problem for the practice. As a practice we are not obliged to offer car parking at all. It is a daily occurrence that we are having car parking wars and often patients do get aggressive with staff – who are using valuable working time to go out and ask people to move their obstructing vehicles. We are aware that some people park here and then go down into the village.

As a practice, we cannot put up a barrier due to it being so close to the junction. Official wardens are not a practical nor financially feasible solution.

Would anyone be willing to volunteer some time to just monitor and make notes of who parks and actually enters the surgery or pharmacy???

High Vis will be given. Even if it is to start a rumour that we are monitoring vehicles, hopefully it will stop those people that are not using our facilities or at least think twice.

Debbie and Linda have agreed to be volunteers - if anyone else would like to volunteer please let us know – this can be at any time during the working day that you have a free 30 minutes-1 hour – just let us know so we can give you the high vis and a clipboard!

**Next meeting to be held on Friday 6th March at 1:45pm**

**Action Required – Please put names forward if you are able to, if not already.**

**Christine to liaise with Sara regarding online/NHS app and the help we can offer – possibly arrange a NHS app help session open to all here. Provision of funding for tablet?**

**Contact B. Post regarding: Online services/NHS app as above**

**Walking Support Group (need 1st date first)**