**The Calow & Brimington Practice**

**PATIENT PARTICIPATION GROUP MEETING**

**Brimington Medical Centre**

**3pm Thursday 08th September**

**Agenda**

1. Attendees – Chris Allen (chair), Sarah Doyle Practice Manager, Sarah Smith Assistant Practice Manager (mins), William Munden, Vivienne Williams

2. Apologies – Julie Munden, James Dickinson, Lynne Sears

3. Review Last Minutes

* Bike rack update – Sarah discussed with the partners and it was agreed we will have a bike rack at Calow. We are just looking at what type of bike rack. Chris suggested a Sheffield bike rack.
* Sarah's to implement staff photos on wall chart and website.

4. Practice Updates

* We are going to add the PPG minutes to the practice website and promote the PPG more in surgery. Plus communicate the agenda and upcoming meetings to existing members.
* Staffing Update & Maternity Updates

We currently have 5 staff who are pregnant in 5 different departments! Obviously this is great news but creates work ensuring cover is sorted. The Health Care Assistant post has already been filled and awaiting a start date. Sadly the recent nurse recruitment did not have any successful candidates so we have a further advert out. We have offered one of our current nurses more hours and she will be working from home offering telephone appointments freeing clinic time for face to face appointments. Dr Emma Rodda is due on maternity leave at the end of the year and we have already sorted 2 regular GP locums for cover. We haven’t made a plan for Sarah S maternity leave yet with it being the beginning of next year.

* Admin

One of the people going on maternity leave is from admin so we are taking this opportunity to recruit and with this create a new role. We have had feedback from admin / reception team and noticed a general increase in telephone calls, meaning their task lists gets left creating frustration in the team and workload not being done. To try something different we are going to recruit for two patient call handler's who's job is purely telephone calls and triaging / signposting patients to the correct person to answer the query. We are also hoping this helps with the patient experience.

5. Any other business –

* PPG recruitment

We discussed Wednesday 12th October our afternoon flu clinic 2-4 as a good opportunity for PPG members to advertise the PPG and recruit new patients. Any members available to do this please let us know. We will create a leaflet & posters. The full 2 hours may not be needed but starting at 2 when the initial rush is would be a good idea.

* Suggestions for PPG activities

We discussed the role of a PPG and what we want from our PPG members. Ideally a project of some kind that the members can be involved with and specific staff members at the practice if needed. The idea of a carers morning of patients who are carers of people with dementia or Alzheimer's which could be a chance to meet other carers, sign post information and support available. Janet our care coordinator and Suzanne our social prescriber could be involved on the morning. It would be great if someone could take lead on this and maybe see if any charities could come and be involved.

We will speak to the clinicians and GPs in particular about being involved in future PPG meetings especially if there is a specific topic they are interested in getting PPG help to promote. We will discuss this at our monthly QUEST meeting.

Next Meeting Time and Date – Thursday 03rd Nov 3pm