

The Calow & Brimington Practice

PATIENT PARTICIPATION GROUP MEETING

Brimington Medical Centre

3pm Thursday 23rd June

Agenda

1. Attendees – Chris Allen (chair), Sarah Doyle PM, Sarah Smith (mins), William Munden, Lynne Evans

2. Apologies – Lynne Sears, Vivienne Williams, Julie Munden, Eric Mears

3. Review Last Minutes –

- Bike rack update – Sarah D informed it had not been forgotten about and it is in hand. Chris said he is happy to help once we have a bike rack to fit.
- PPG minutes and future dates are now on the practice website.
- Staff photo board is in hand.
- We discussed one of the partners coming to the next meeting and we will discuss with them.
- Recent PPG recruitment at the flu clinic went well with Lynne joining us.

4. Practice Updates

- Staffing Update

Natalie our practice nurse recently had a baby boy. We have now managed to fill her maternity cover post with a new nurse starting in a couple of weeks. The new healthcare assistant Claire has now started for our other maternity post and is working Wednesday, Thursday and Fridays. We are interviewing for 2 new admin positions, one patient call handler and a receptionist to cover maternity leave.

5. Any other business –

- Access to medical records

It has recently been in the press about patients having access automatically to their medical records. This is turned on from the 01st November for patients to have full access to medical records from the 01st November. Historic record access looks like its coming next year. Lots of GP surgeries in England have contacted NHSE and requested this be delayed. We have taken the necessary steps and happy for access to go ahead.

- Patient catchment area

Our patient boundary was explained and the fact we have an extended boundary for existing patients to move into. We keep patients if they move but are in the middle of treatment.

- New HUB weekends

We are now offering Saturdays once a month here at the surgery and early morning surgeries on a Thursday and Friday.

- Online appointments

We currently offer prebookable online appointments for telephone calls or face to face appointments with the GP. We also offer online booking for flu vaccines. We discussed if same day online appointments could be offered. We discussed the balance of having enough appointments for people that ring but also offering the quicker option of booking online. Sarah's to discuss with the partners.

- Suggestions for PPG activities

We discussed the carers coffee morning and how we would arrange this. Lynne said she had previously done something similar with her previous practice PPG and offered to be the facilitator for this. We discussed how this could have a positive impact for carers and allow them to come and meet other carers and be signposted to available support they may not know about. We decided that at our next meeting we would ask for involvement from Suzanne Social Prescriber and Janet Care Coordinator at our next meeting so we can then plan for a date. Sarah D also mentioned Ruby the admiral nurse may be able to come or send us some information she has so she will contact her.

The plan will be to get some information from Suzanne, Janet and Ruby about what groups are available. Then get a date together for a coffee morning. We can identify carers at the practice and send texts out to see if they are interested in a coffee morning and then get numbers together.

- Sarah S will contact other PPG members and circulate a group email with the minutes, future agenda's and reminders for PPG meetings.

Next Meeting Time and Date – Tuesday 10th January at 3pm