

Minutes on PPG practice meeting held on 19th June at 12:00-1 PM

Present:

Steve Macaulay (Chair), Jack Alvarez, Andy Glodowski, Krysia Glodowska (part of meeting), Jyoti Gupta, Brenda Hall, Isabelle Holloway, Teresa Batchelor, Nikki Chamberlain, Dr Alan Jackson.

1 Apologies for absence

Sharon Carter and Stephen Hill sent their apologies.

2. Review of minutes of previous meeting

Jack asked whether there was any more information on a date for a paediatric first-aid session. Nikki said this would take place later in the year and would involve the whole of the PCN.

3. Updates from the Practice-see item 4.

4.Patient appointments update

A new online appointment triage system will operate from the beginning of July, applied to all patient appointments and admin queries. A comprehensive and effective triage system will ensure that patients needing to get an appointment will be seen in priority order and everyone will be dealt with in an efficient manner and directed to the most appropriate appointment, whether it be a doctor, a nurse, a physiotherapist, social prescriber or pharmacist. A dedicated triage team, made up of medical and admin staff, will be available during the day to assess requests and allocate appointments to the right resource. The patient request form has been designed for ease of completion and to give a full description of symptoms. Importantly, those patients who are unable to complete the form for whatever reason will still be able to ring reception who will complete the form with them. This issue has been raised already and Nikki said that she will put some questions and answers onto a written sheet for circulation and online.

So far, the system has been tried and found to work well. It has also been used in other practices and found to work well. Jack said that there is a need to update the website to reflect the new system that will be in operation and Nikki agreed to ensure this would happen. Jack and Isabelle said they were prepared to run sessions to take people through the new system and to deal with any queries or concerns that people would have and Nikki would arrange for this to happen. It was agreed that the system was well thought-through in outline and two members of the PPG had already had used the system and found it very satisfactory.

5. Future vaccination sessions

There will be no more sessions at the practice until the autumn.

6. Sheepcot website and social media progress and updates

Kerrie Farmer is currently actively working on the Sheepcot website and social media and is now updating regularly she has been in touch with Steve and Andy about getting the PPG part of the website up-to-date, which will take place once other items are in place. Steve asked Nikki to check why PPG minutes and not appearing on the website and she agreed to look into this.

7. Wider use of pharmacies

Pharmacies that have signed up to providing a wider consultation service are now being used more frequently, though there is still some reluctance to be seen by pharmacists rather than a GP.

8. New PPG member recruitment

It is still our aim to recruit more PPG members. A new member has emailed Steve and will join the PPG at the next meeting.

9. Any other business

There was no other business.

10 Date of future meeting

A date for July will be set nearer the time and communicated with members.