

Sheepcot Medical Centre

Minutes of Virtual PPG Practice Meeting, held on

9 October 2023 11.00am-11.30am

Attendees:

Present:

Steve Macaulay (Chair), Andy Glodowski, Krysia Glodowska, Brenda Hall, Isabelle Holloway, Jan Pearcey, Teresa Batchelor, Nikki Chamberlain, Dr Alan Jackson.

1 Apologies for absence

Jack Alvarez, Sharon Carter, Jyoti Gupta and Stephen Hill sent their apologies.

2. Updates from the Practice

Staffing: there is still one vacancy for Admin/ Reception. One of the nursing team has now returned from sickness absence. Dr Jackson appealed to PPG members to assist in finding candidates for this role, perhaps using a wider range of candidate possibilities. A new nurse Practitioner will start in December or January next year, shared between the PCN.

There was a discussion on the frontline pressures that Reception/Admin have to deal with and how this makes the role less attractive, compared with some other organisations. It was suggested putting the vacancy on the website might attract some candidates.

3. Patient appointments-update

There was a discussion about how the new triage appointment system was working. There is an increasing number of forms completed by the practice, not the patient online. Also, an increasing number of those requesting a same-day appointment are sometimes not accepting the first time offered and the to-and-fro in fixing a suitable appointment is time-consuming.

The online form is only available 6 am to 6 pm Mon-Friday. It was agreed that this should be identified on the website. It was also agreed that a waiting room session for patients might help patients use it more in the correct manner

4. Future vaccination sessions-Covid and Flu

Organisation and administration of the Covid and flu vaccinations have taken up a lot of the time over recent weeks. The process has been well-managed and executed and patient feedback has been very positive, which is a credit to the surgery and Nikki in particular who is overseeing the process. Also, PPG marshalling has been a big help and Nikki thanked the PPG and Isabelle as marshalling coordinator in particular for this. So far over 1400 vaccinations have been given separately in both covid and flu. The last major session will be on Saturday, October 28th.

5. Sheepecot website and social media

The member of staff responsible for Web and social media inputs has been absent. She has now returned, so for example she will be able to upload the PPG pictures and update media inputs.

6. Any other business

No other business.

7. Future meetings

A face-to-face meeting is hoped to be arranged for the next PPG meeting.