**Patient Participation Group Minutes**

 **20th January 2022**

Present: Julie Pope (Chair), Ron Hodson, Richard Angood, Alan Gowler

GCS Staff: Tanya Claridge (Clinical Manager), Shannon Munns (Management Support), Mary Hutson, Social Prescriber

Doctors: Dr Angela Stevens-King (partner), Dr Kimberley Gabbitas (partner), Dr Hiroko Tagashira (GP trainee)

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| 1. We have had a challenging time with recruitment in to the receptionist role, the role is very demanding and they can receive lots of abuse from the patients. We have hopefully recruited 2 new receptionists starting in the coming weeks meaning we will have 7 in total.
2. We have successfully recruited a new nurse she will be in addition to the current team of 5 and will work 3 days per week.
3. We will unfortunately be saying goodbye to one of our salaried GP’s who is moving on and we are trying to recruit in to this position, we have had some interest.
4. Some staff were deployed to the covid-19 vaccination site over the Christmas and New Year period. The vaccination centre continues to run weekends only until the end of January. Uptake within the practice population is very positive with 88% receiving their first vaccination and of these 85% have followed through and received a booster. This compares well against both the local and national averages. Doddington Vaccination Centre will stop at the end of the month. Walk in vaccinations are still available for those that want them. After this stops, it will still be possible to arrange a vaccination by ringing 119 or booking online.
5. The demand for appointments continues, this has not eased, we continue to operate a triage first service with the GP booking the patient in for a face to face review if they feel clinically appropriate. We are fortunate enough to have locums in place to help with the demand, and the level of demand is noted locally, various support has been put in place including a helpline for patients chasing hospital appointments.

During December our staff undertook the following number of Telephone Consultations on a:Monday 289Tuesday 283Wednesday 395Thursday 426Friday 339In general we are experiencing an increase in patient non-attenders for both GP and Nursing Team appointments.1. The uptake for flu vaccinations has been good but we have lots of vaccine available still and so continue to send invites to those that are unvaccinated and have not declined.

AOB1. AG- The feedback from patients is that they continue to have difficulties contacting the surgery, what are we doing to resolve this. TC informed everyone that C&P CCG have purchased the calling function on Microsoft Teams, meaning the clinicians can make outbound calls using this, thus freeing up the phone lines for incoming calls. Regular use of SMS and email correspondence is also used.
2. RH- Transition of the CCG to ICS (JP will circulate further information on this)
3. RA- When does the Practice Manager return? TC informed everyone that this should be in April.
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Next Meeting: Thursday 24th March 2022