**George Clare Surgery Patient Participation Group Meeting**

**Thursday 14th September 2023 Minutes**

**Practice representation:** Dr Kimberley Gabbitas GP Partner, Melissa Morley Practice Manager, Tanya Claridge Clinical Manager & Joanne Carr Deputy Lead Practice Nurse

**Patient Participation Group Members in attendance**: Julie Pope (Chair), Marlene Wright, Ron Hodson, Charlie Radburn, Richard Angood & Caroline Hopper

**Apologies:** Linda Scales & Mary Hutson (Social Prescribers) & Lucy Morley

Julie Pope (Chair) kindly opened the meeting and reminded attendees that the meeting was not a forum for personal issues/complaints and that these should be discussed directly with Tanya or Melissa. Introductions took place as it was our first face to face meeting since the COVID-19 pandemic started.

1. **Recruitment & Resignations Update from Melissa Morley Practice Manager**
   1. Unfortunately we have had one of our newer GPs to the team, Dr Germaine Tong, resign from the practice due to personal reasons and will be leaving George Clare Surgery at the end of October 2023. We are also recruiting to replace one of our Reception Team members who we are very proud of for progressing to train as a 999 call handler. In addition, the PA to the Practice Management Team/Practice Secretary has also resigned and will be leaving the practice beginning of October and one of our Nursing Team will be retiring at the end of December after over 20 years with the Practice. Tanya Claridge Clinical Manager will be commencing maternity leave mid-October.
   2. We are already actively looking to recruit all roles but we have been really lucky in that some of our current GPs are increasing their number of sessions at the practice in addition to Louise Nash Advanced Nurse Practitioner with an Interest in Education rejoining us in August adding an extra 3 days per week to our Clinical Team. We will of course be arranging locum GP cover where needed whilst we continue to look to recruit for any sessions we have not managed to cover. We recently had a Practice Nurse approach us and following interview successfully recruited and she is due to join us at the end of September. Our new Nursing Team member will be working full-time hours and this will replace and add more hours to the team following Sue’s retirement at the end of the year hopefully giving additional capacity to the Nursing Team and potentially allowing more support in a specialist chronic disease such as Chronic Obstructive Pulmonary Disease, Asthma or Diabetes.
   3. Dr Kimberley Gabbitas answered questions around recruitment of GPs in our area and the difficulties we experience and the positivity around being a training practice for trainee GPs and how this has in the past helped us recruit additional Salaried GPs. We hope to potentially also be able to host trainee Nurses in the near future also.
2. **Pharmacy Changes by Melissa Morley**
   1. Both pharmacies have now transitioned from Lloyds Pharmacy. The practice is aware of a few issues around medication stock so far but hopefully these issues will not be regular and will resolve however as they are individual businesses and smaller companies it is likely sometimes if some medications are not financially viable stock may become an issue however we hope this is minimal.
3. **Room Conversion Update by Melissa Morley**
   1. The flooring is due to be fitted at the beginning of October and we are just awaiting data cabling from the ICB along with radiator installation. The conversion is allowing for an additional 2 clinical rooms and a storage room for our Nursing Team.
   2. Management and Finance have now moved/will be moving into the Main Surgery building rather than the Administration Office allowing for the Social Prescribing Team to all work more closely together.
   3. Our new notes storage room has been created at the end of the waiting room (formerly children’s area) and this has allowed for record storage for our 12,000 patients without impacting significantly on the waiting area.
4. **Flu/Covid Clinics by Melissa Morley and Tanya Claridge** 
   1. We have both weekdays and x1 weekend clinic planned for flu and covid vaccination clinics. The eligibility criteria is slightly more restricted this year (back to similar to pre COVID-19) but any queries where are Reception Team cannot see on the records that the patient is eligible they are querying directly with the Management Team.
   2. Patients need to have had their last vaccination over 3 months ago. All eligible patients will receive x2 invitations from the practice via SMS or telephone call from our Reception Team. Housebound patients will be vaccinated by a community team. Patients unable to attend any of the clinics are also able to book on the National Booking System/by calling 119.
5. **Access Update by Melissa Morley and Tanya Claridge**
   1. Tanya Claridge shared the appointment data statistics she had prepared which we will shortly be shared on our social media page.
   2. Comments from the group were that the DNA (did not attend) statistics were similar to before changes were made. We had a discussion around if patients were receiving SMS reminders to help improve attendance and Charles Radburn raised if we could look into the % of DNA of our offered appointments.
   3. We will continue with our current appointments system over the winter months and slightly increase the acute on the day slots over the next month to ensure we are meeting daily demand and prebookable demand. We will monitor this continuously and adjust where needed.
   4. Tanya Claridge advised the group that over the coming months it is planned that notifications will move to go via the NHS App which would usually be going via SMS as we are monitored and encouraged to sign patients up to the NHS App as we have a cap in the background of how many SMS messages we can send.
6. **Appoint a new chair by Julie Pope and Melissa Morley**
   1. We are sad to hear that Julie will be leaving the PPG but really excitedfor her new adventure with relocating to Scotland and we hope everything goes to plan over the coming months and goes through smoothly. No members of the PPG present expressed an interest in the position. The role includes monitoring the PPG Gmail account inbox, circulating agendas and minutes, supporting with any social media complaints using a templated standard wording and being a point of contact for patients along with the recently set up Facebook Page. Julie is happy to meet with any potential candidates and Ron is also happy to provide help and support given his vast knowledge and experience in the role. It was agreed that the surgery will take on this role in Julie’s absence until a member decides to come forwards.

**AOB:**

1. **Integrated Neighbourhood Team Meeting** 
   1. These meetings are quarterly altered between face to face and teams meetings and are currently attended by Ron and Julie.
2. **PPG Regional Meetings**
   1. Ron Hodson and Julie Pope kindly attended the PPG regional meeting which Health Watch were in attendance at however there was minimal to report.
3. **Social Media**
   1. Charles Radburn raised concerns around negative social media comments and reviews on the NHS pages. Caroline Hopper felt that positivity was feeding through and this is shifting. In addition the Practice Management Team reported that friends and family test responses received via SMS have significantly improved and staff were being informed of the positive comments both individually and a practice level to help improve morale.

**Future meetings:**

It was agreed that it would be best that future PPG meetings are held at a later time as it was a more convenient time for members to attend and preferably face to face. The date of the next meeting will be confirmed by the Practice following discussion with the GP Partners.