

Meeting: PPG
Date: Thursday 7th December 2023
Location: Hockley
Time: 18:30 – 20:00

Attendees:

Kerri-ann Lee Practice Manager (KL)
Liz Barnes Assistant Manager (EB)
Prof Saqib Mahmud Senior Partner (SM)
Imogen Meddle PA to Management Team (IM)
Ian Foster PPG Chairman (IF)
Claire Whitebread PPG Member (CW)
Yvonne Claydon PPG Member (YC)
Yvonne Murray PPG Member (YM)

1. IF welcomes members and reads apologies.
2. KL recaps previous minutes – consent for SMS progressing well. QR codes in progress, IM will be creating these and putting on the boards across both surgeries. KL updates members of the progress of the new HCA Alicia – training is going well, wounds training left to complete. We are still awaiting the new touch screens for each surgery (supplied by NHS England.)

The new phone system will be in place in the new year. Church View Surgery is ready but we are still awaiting the fibre broadband for The Jones Family Practice. KL explains about the new phone system and it's features. When a patient telephones, their details will automatically show on the computer screen as it will connect to the phone number on the patient's record. There will also be a 'call back' option for patients, which will save them waiting on the phone on hold. KL will also be able to keep track of how many calls are being missed and by which member of staff.

LB explains how to ability to see results via the NHS app are currently helping the phone queues.

3. Staff updates: 3 new FY2 doctors until end of March 2024 – Dr Arshad, Dr Jackson-Wade and Dr Galea. Dr Kamga's Overseas GP Placement has finished but will still be working some of the out of hours shifts at the surgery. There are also 2 new care navigators In training and a new pharmacist supplied by the PCN.

4. CW enquired about how many staff members there are over the 2 surgeries. This information can be found via the website www.churchviewsurgery.co.uk/our-staff. IF suggested the staff list be send to PPG members. IM will attach the list alongside the minutes in an email.
5. Expansion updates: KL shows the PPG members to architect's plans for the expansion of The Jones Family Practice. This includes gaining 15 new rooms, and a new reception area. CW asked if the new build would encroach on the car park but the extension will be built up, not outwards. Members enquired about fundraising for the new build – if anyone has ideas, please bring to the next meeting or email IM. This will be on the next meeting's agenda to discuss. YC asked if we could display advertising for people as a way of fundraising but KL explained that CQC don't like advertising and advise to display information for patients only.
6. YM enquired about Pharmacists being able help patients more and KL said that they can now do pill checks/HRT checks. A lot of pharmacists can prescribe as well now.
7. CW suggested we made the subtitles on the TV screen bigger for visually impaired patients visiting the surgeries. IM will investigate this but it's quite difficult to fit so much information on the screens and a lot of the NHS resources are pre-made so in the new year, IM will create QR codes for the visually impaired to use on their phones.
8. Next PPG meeting: 22nd February 2024.