PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 12th December 2024**

Present:

Staff: Angela Allenby, Dr George

Patients: Chairman BJE, MSB, JB, JE, JC, BB, AW

Chairman : BJE opened the meeting

Apologies: HS

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

* **Covid/Flu Vaccinations**: Nearly completed now; not getting anymore covid vacs and only about 30 flu vacs left so all went well and had good uptake.
* **Telephone Update**– new cloud-based telephone system has been installed – has the facility of holding a place in the queue so patients don’t need to keep calling back which the practice has received good positive feedback about. Few teething problems but generally working well and staff like the new system.
* **Mental Health Worker Update** – New recruit has been found and plans to start induction in February 25. Talking Shop have enquired about having a clinic once a week at the surgery which the practice is interested in implementing.
* **New Staff** – Nurse Becky is leaving end of December. Have new nurse Kim who has started with us, is mainly a diabetes specialist nurse and is currently updating training on some other practice nurse roles; was previously a practice nurse but has been 10 yrs working just specifically in diabetes.
* **Surgery improvements**- currently in the process of arranging to replace about 11 windows across the surgery building. Planning for April 25.
* **ANP**- we have had locum ANP as Dawn was on sick leave, but Dawn will return next week.
* **PCLO** – new service for practices which is funded for a year. Based in the hospital and acts as a go-between for the local practices and NLAG. Looks into any queries/discrepancies from hospital communications i.e. discharge summaries and clinic letters. Practice report this is a very good service and hope the funding continues after the year is up.
* **GP session**: Practice providing extra GP session on a Monday now with a regular doctor.

**PPG Forum**

AA has emailed out any information from the PPG Forum and will continue to do so. Nothing to note from last email.

**Friends & Family Comments**

FFT comments shared with PPG Group for last month:

Really good comments about the staff and practice. November comments were 3% in the Poor/Very Poor. Discussed the few Poor/Very Poor comments – no repeating themes. Angela is happy to discuss any issue with patients however as these are anonymous difficult to address individually. There wasn’t anything specific to focus on. Any comments which directly related to specific staff members are given separately to that member of staff to discuss and reflect.

**Any other business**

* Nothing on this occasion

Chairman JE wanted the minutes to reflect thanks to the practice manager and staff from the PPG for all their hard work and wishing all a Merry Christmas.

No other business – meeting closed.

**Next meeting will be held on Thursday 13th March 24 at 11am**

**(Future meetings planned: Thursday 12th June 25, Thursday 18th September 25 )**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**