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**ABBOTTSWOOD MEDICAL CENTRE PATIENT PARTICIAPTION GROUP MINUTES**

**MONDAY 4TH JULY 2022 - 6.30PM VIA TEAMS**

**Chair:** Helen Perry Practice Manager

**Attendees:** Dr Craig Embley (GP Partner) Louise Cattle (Reception Manager), Lysa Ball (Minute Taker) PPG Members: IP, MA

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| **Welcome and Introductions** | Apologies for technical issues at start of meeting. Welcome and introductions took place |
| **Terms of Reference** | A brief overview was given and the constitution of the meeting confirmed. |
| **Staff Update** | HP gave an update on current staffing including GP Trainees. HP confirmed what a fantastic team AMC had and how proud they are of their staff and how well they have coped maintaining services during Covid. Presentation slides attached to minutes |
| **Practice Update** | AMC are currently working on meeting patient demand, there has been a significant increase in demand for appointments and blood tests over the last six months. The practice are catching up with post Covid work. Reviewing patients with chronic disease, these are being undertaken as annual reviews. Dealing with backlog of minor surgery and contraception procedures. Reinstating services such as NHS Health Checks. The challenges we are currently facing include recruitment difficulties in general and staff retention. Difficulties at Worcestershire Royal and other secondary care institutions which are having a knock-on effect on primary care. There has been a large rise in patients needing mental health support and lack of services to offer. We have also been dealing with the fallout from negative press and inaccurate portrayal of GP services over the last 18 months.  Current projects we are working on include:  **Clinical Excellence and Improvement Framework** (CEIF) which is focusing on end-of-life care, frailty, diabetes, early cancer diagnosis and health inequalities.  **NHS Investment and Impact Fund** (IIF) is focusing on CVD, learning difficulties, social prescribing, care home residents, emergency admissions, improving patient access, use of advice and guidance, medication outcomes. **The PCN DES** is focusing on hypertension, blood pressure, Atrial fibrillation, flu vaccinations and medications. **QoF** is focusing on a range of chronic disease areas and reviews. Presentation slides attached to minutes  **Vaccination Programme** this year will be ongoing Covid vaccination as well as seasonal flu campaign.  IP – asked who was responsible for efficiency and considering the patient journey. HP confirmed these are areas that are currently under review. Ian felt text messages regarding dispensary vending machine were a little abrupt and concerns regarding the time limit on collecting medication from machine. HP confirmed that due to capacity in machine uncollected medication is removed to allow for new collections to be added. Helen will review this with the Dispensary Manager. |
| **Extended Hours/Improved Access** | There was a general overview of NHS England’s new proposals from October 2022 and the changes it means for AMC patients. From October 2022 appointments will be offered to patients across the Primary Care Network outside core opening hours, this will include” routine” services like screening, vaccinations and health checks and will be run by your Primary Care Network. The aim is to offer a bespoke service that uses a combination of face-to-face and remote appointments and staff from different disciplines to offer our patients the possible service. As our services grow, we may also be joined by other health care professionals. The benefit of Enhanced Access is to give our patients alternate access to non-urgent (or routine) appointments outside of their practices opening hours at a convenient location close to you with a wider range of appointments. The survey is available to complete [www.swhealthcare.org.uk/ea deadline 11.7.22](http://www.swhealthcare.org.uk/ea%20deadline%2011.7.22). Presentation sides emailed with minutes  IP commented that if you could get appointments during the day then extended hours would not be needed and maybe the wording in questionnaire should have reflected this. The practice took this on board and will reflect on future communication. |