

**ABBOTTSWOOD MEDICAL CENTRE PATIENT PARTICIAPTION GROUP MINUTES**

**WEDNESDAY 19TH OCTOBER - 6.30PM VIA TEAMS**

**Chair:** Helen Perry Practice Manager

**Attendees:** Dr Peter Evans (GP Partner) Louise Cattle (Reception Manager), Lysa Ball (Minute Taker), PPG members: IP, MA

Apologies: LF, AC, AB

|  |  |
| --- | --- |
| **Welcome**  | HP thanked everyone for giving their time for tonight’s meeting. |
| **Minutes of Previous meeting 4.7.22** | Agreed |
| **PPG recruitment** | HP/PE confirmed this is work in progress and hoping to encourage more to join. LB has a possible 3 new members to follow up. LC to make contact with the original members to encourage joining via teams. |
| **Staff Update** | No significant staff changes since our previous meeting. Two of our Trainees are due to leave us in the next couple of weeks but other Trainees will be joining us in their place.MA – would like feedback to go to Dr P Azer – found him very pleasant, efficient, precise and overall very impressed with contact. |
| **Practice Update** | Practice is still busy, starting to get back to previous routines and continuing to catch up with minor surgery, cryotherapy, spirometry and health checks.HP highlighted secondary care issues are adding to the day-to-day workload.Projects mentioned in previous minutes continue.Vaccination programme started in September and all those eligible patients should have received vaccinations by mid/end November.IP commented that he had noticed an improvement regarding practice contact since our July meeting. Communicating our messages in the correct way makes it much easier to engage with our patients, make sure “we are not telling them off”MA – has received proactive/reactive services in a prompt and sympathetic manner.HP confirmed additional resources had been put into our teams and a re-structure of our patient appointment system was making patient flow much easier. PE confirmed that during the Winter we will see a rise in patient contact and those patients would still be seen and not turned away. Continuity cannot always be the same GP although we are very keen to keep to this where possible. |
| **Autumn Covid and Flu Programme** |  We are now running clinics three days per week (Mon/Tue/Thur), held a super Saturday on 15/10/22 with another scheduled for 26/11/22.Patients are being invited by text or letter and the uptake of these invites is good.We have vaccinated all our care home residents, over 65’s and frontline care workers. Our focus now is on 50 – 64 year olds.Once all our eligible patients have been vaccinated we will open up the service to the “National Booking Service” (NBS) which will allow us to vaccinate patients from other areas.IP – would like to see “couple” appointment slots available for husband/wife, patient/carer this would also reduced the number of times the vaccinator has to repeat the questions. PE confirm we would look into this for next year and LB confirmed that if “couples” came together although not both booked at same time they were vaccinated and not turned away.PE feels research will be available in the coming years regarding the Covid virus. |
| **Enhanced Access** | From 1/10/22 we are now offering additional access to our services, we are offering appointments outside our normal working hours and these include early/late appointment plus some Saturday’s. Some Saturday’s will focus on specific cohorts of patients for example Dr Baxter ran a Learning Disability Health Check clinic this week which allow her to give more time to those patients. PE confirmed that no additional resource has been allocated to run this service everyone just “spreading themselves more thinly”.IP/MA felt it may be good to run a survey to see what the patients feel about this new service now it is up and running. As a result of this discussion it was felt that targeting specific areas over a three week period would give a much better overall view of patient opinion for example target those using the enhanced access service, those using dispensary. HP has asked IP to work with her on producing these surveys who has kindly agreed. |
| **AOB** | Clarification regarding the Primary Care Network PPG meetings confirmed these will be held twice yearly and on separate days to the practice PPG. We would like two representatives to attend each time. The next PCN PPG is scheduled for 30.1.23.IP felt that sending the team invites out would be better for some members if done via email rather than calendar invite, LB took on board and will do this going forward.IP felt that engagement with other patients would be good and HP confirmed that it would be up to the individual member as to how much involvement they would want with this. |

**Next AMC PPG Meeting 6.30pm via Teams Wednesday 18th January 2023**