**Woodland Medical Practice**

**Patient Participation Group**

**Minutes – Meeting 9th August 2022 1pm**

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Attending: 5 Members, Practice Manager and GP

Welcome

The Practice Manager and GP attending welcomed everyone to the meeting.

1. Apologies

Caroline Barton.

1. Minutes of the last meeting and Matters Arising.

i)A query was raised regarding the non-availability of booking appointments online via the website. The Practice Manager will investigate.

ii) Although not the responsibility of the practice a query was raised regarding the extensive wating time for prescriptions at local pharmacies. It would appear that the Co Op chain are particularly severely affected by delays for various reasons and some prescriptions are being outsourced to other outlets for completion.

iii) Agreed we contact Caroline to establish her welfare in view of several absences from PPG meetings.

iv) Confirmed that flowers were sent to the retiring Chairperson

v) The Practice is likely to participate in the Primary care Network research programme and PPG members may be asked to assist.

vi) It was asked if our PPG could contribute to local magazines in the Birchwood and Skellingthorpe areas to raise our awareness and possibly encourage recruitment. Practice Manager to pursue.

1. GP Report

i)The results of the recent survey of surgeries in the area was pleasing with our practice achieving third place in the ratings. 1.5% of patients from the participating practices were invited to participate resulting I 8000 returns. Our practice achieved an 85% approval rating from the Woodland patients taking part which is above the local average.

ii) It was confirmed that face to face bookings for the surgery can be made at reception.

iii) All GP’s now have availability for a proportion of same day appointments.

1. Practice Managers Report
2. There is now more information available about this years COVID Booster and Influenza vaccine programme. There will be mainly joint clinics where both vaccinations are given simultaneously in adjoining clinics by either the GP’s or nurses.
3. Better deliveries are hoped for commencing September 19th with the first clinic on September 26th followed by regular Wednesday and some Saturday clinics with the aim to complete the programme by the end of October.
4. Some PPG contribution may be requested despite there no longer being a need to remain in the surgery immediately following vaccination.
5. There are likely to be some in house changes to nurse and GP availability after October following a change in rules regarding GP access. However, appointments on Sundays and Bank Holidays will remain unavailable.
6. Following an interest expressed by one of our nurses the practice is likely participate in a Primary Care research programme.
7. On the 1st of November major changes are planned for patient access to their medical records. No guidance has been given to medical practices how this should be implemented and at the present time this is of major concern.
8. Our practice continues to have approx. 8000 patients.
9. Unfortunately, there has been an increase of staff abuse at our practice since our last meeting and it has now been necessary implement the NHS Zero Tolerance Policy in this respect. The Practice Manager has already had to issue three guidance/warning letters to patients. Protection of staff is of the utmost importance.
10. Treasurers Report

i)The up to date income and expenditure account shows a healthy balance of £613:66 boosted by the resumption of book and DVD sales from the reception area.

ii) £20 was handed to the Treasurer for banking this being the proceeds from the sale of the final baby blankets.

1. PPG Roles and Membership
2. Details of our group and activity should try to be included in the local Birchwood and Skellingthorpe parish magazines to lift our profile and recruit possible new members. Practice Manager to pursue.
3. The updated profile on the surgery website was considered to be very good. It would be very useful for the waiting room electronic sign/banner could also show PPG details. Practice Manager to pursue.

8) Any Other Business

i) The question of an email group for distribution of the practice newsletter and PPG minutes was re-introduced and this is to be investigated.

ii) A new PPG information leaflet was suggested, and the Practice Manager is to establish if a copy of the old leaflet is still on file for guidance.

1. It was agreed that as the PPG minutes are now put onto the Woodland Website that the minutes should in future not include the name of those participating. Practice Manager to also remove the Attendance and Apologies for Absence headings before posting.
2. A briefing on the latest Healthwatch activity was given.
3. Two queries from patients had been directed to a PPG member.
4. What is the best time to ring the surgery for none urgent matters in order to avoid a lengthy call waiting period. !2:00 to 13:00 hours was suggested.
5. Why is the queuing number no longer stated while awaiting a call being answered. No longer considered appropriate in view of improved systems.

Date of the next meeting **1pm Tuesday 27th September**

**Conclude**