

Notes & Actions from Preston Park PPG Meeting 26 April 2022

Attended: Janak Chauhan (Practice Manager), Andy Cheng, Mark Richardson, Wendy Twigger

Apologises: Sue Barton, Chris Tredgold, David Bowden, Heinz Kalkbrenner

Report by Janak Chauhan (Practice Manager)

- Dr Catherine Brown, current Senior Partner, is retiring
- Dr Julian Greaves will become Senior Partner and also the practice representative on the PCN
- Janak has a new assistant – Angus Brown
- The surgery has very recently been through its most difficult time since the pandemic began due to staff sickness - but the situation has now improved
- 5 new reception staff have been appointed. Reception and admin staff are learning about both roles to give staff more variety and satisfaction in their work and provide more of a career development path
- No suitable candidate for an Advanced Nurse Practitioner post has been found, but a new Nurse Practitioner has been appointed - adding to overall capacity.
- 50% of appointments are now face-to-face
- Patients are being asked to continue to wear masks when visiting the surgery
- Social prescribers (from AGE UK via the PCN) will start to visit the practice again soon
- The PPG 'recruitment' email will be sent next week to all patients for whom the practice has email addresses
- **ACTION:** Janak to write up and send Mark bullet points of issues for consideration by the PPG when compiling a Practice annual report on how they feel the Practice has done (for use with future CQC investigations). Mark will circulate the bullet list to PPG members
- **ACTION:** Janak to invite a GP to attend the next PPG meeting
- **ACTION:** Janak to report back on the social prescribing process

Date of Next Preston Park PPG Meeting: Wednesday 27 July 2022

- It was agreed that we rotate the day of the week for meetings in case any members regularly have other appointments on specific week days