

Notes and Actions from Preston Park PPG Zoom Meeting 27 July 2022

Attended: Sue Barton, Janak Chauhan (Practice Manager), Heinz Kalkbrenner, Barbara Loman, Mark Richardson, Wendy Twigger

Apologises: Andy Cheng, Chris Tredgold

About the 2 emails from the Surgery

Janak arranged for all patients for whom the Practice has email addresses to be notified about the meeting today but the admin person invited people to the Surgery for a physical meeting by mistake – hence the 2nd email saying don't turn up today but you will be invited to the next meeting. The interesting fact is that 50 patients responded to the 1st email saying they would like to join the PPG!

ACTION: Janak will give me their email addresses so I can invite them to join our website.

Actions from last meeting

Janak hadn't realised we would like the bullet points of issues for consideration by the PPG when compiling a Practice annual report (for use with future CQC investigations) as soon as possible. He had assumed it was when a CQC investigation was due.

ACTION: Janak to send Mark the bullet points.

Due to illness no GP was available to attend our Zoom today.

The Surgery is due to receive a report tomorrow on how Social Prescribing has worked during April, May and June covering how many referrals were undertaken and how they are working out. Due to an increase in funding to the PCN another Social Prescriber will be appointed by the PCN so one will be able to be based at the Surgery for a couple of days per week.

ACTION: Janak will send Mark the report for circulation.

ACTION: Janak will ask the Surgery-based Social Prescriber to attend our next meeting so we can ask questions about what is being offered as part of the service.

Report by Janak Chauhan (Practice Manager)

Level of sickness in surgery staff hasn't decreased – due to the pandemic. The surgery has been up against it recently.

Covid vaccinations for 50+ will start in September, probably be at the Race Course. We will receive invitations.

Flu vaccinations will be done at the surgery. We will be able to book online.

Over 65s which will be in the surgery on 1 October

50-64 year olds will be in the surgery on 10th September and 24th September

Staffing: Employed a new phlebotomist. The existing one will train up as a health care assistant. Also a new Practice Nurse and a new Pharmacy technician.

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The difficulty of getting up the stairs to see nurses by people who have difficulty walking was also discussed. **Janak said they will look at this issue and perhaps have certain days when there is a nurses clinic downstairs when Dr Milne is not using his room.**

The difficulty of finding parking near the surgery for a disabled person was mentioned. **ACTION:** Janak will write to the Council to ask if a second disabled parking bay outside surgery can be added.

Janak asked what our experiences have been of the new appointments systems. People's experiences were generally very positive although some felt eConsult was very 'clunky' especially when a patient just wanted to ask a question of their GP. **Janak will bring this up at their next meeting with eConsult.**

Patients at the meeting expressed their thanks and positive experiences using the services of the pharmacist, nurse practitioners and others.

Which app should patients use to view their medical records?

Janak explained that a new updated NHS app will be released in November and this should provide full access to patient records.

Janak provided a glossy brochure explaining the new NHS app. This will be on our website.

ACTION: Janak will provide us with a note about what's coming with the new patient records system which Mark will put on the website.

Other business

It was reported by two patients that Kampsons hasn't been performing well recently. One patient had an urgent prescription sent to Kampsons but when it didn't arrive after three days she called them and was told "we don't have any of that and can't get it".

ACTION: Janak will have a word with Kampsons to find out what's going on.

Date of Next Preston Park PPG Meeting: Thursday 27 October 2022 6pm.

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

Note from Mark: I am providing fairly full meeting notes as I am able to use the recording of the Zoom. But I don't think once we get back to physical meetings I will be able to take minutes as well as chair. So I am hoping someone else will take minutes. In the past either the Practice Manager took them or they had an admin person to take them. I appreciate that Janak is just too busy these days and we are very grateful that he attends the meetings and is so responsive. Perhaps a surgery Admin person could attend physical meetings to take minutes?