

Notes & Actions from Preston Park PPG Meeting 15 Feb 2022

Attended: Janak Chauhan (Practice Manager), Mark Richardson, Barbara Lowman, Sue Barton, Chris Tredgold, David Bowden, Heinz Kalkbrenner, Nabiha Butt.

Apologises: Andy Cheng, Marie Hendry, Richard Cains, Paris Eliades, Mike Holdgate

Actions from the meeting on 27/10/2022 (report by Janak)

- A Social Prescriber is now based at the surgery (every Friday)
- Last year Q1 (April – June 2022) there were 13 referrals; Q2 (Jul – Sep) 26 referrals; Q3 (Oct - Dec) 46 referrals. Admin and receptions teams can do referrals as well as GPs. Takes 4 weeks from referral to completion.
- Community Pharmacy Consultation Service (patients can be referred to or visit other pharmacies – perhaps nearer their homes). Only 19 referrals since it started
- System Online has corrected problems reported by patients at our last meeting – but there still seem to be some problems. David will see Janak to describe them.

Practice Report by Janak Chauhan (Practice Manager)

- The Digital Ambassador will visit the surgery on Mondays to help patients with the NHS app.
- Now have only one Advanced Nurse Practitioner and have been unable to recruit another. But have 2 new GPs (one partner, one salaried). So surgery will now have 9 partners and 2 salaried GPs equivalent to about 7 Full Time equivalents (11,900 patients)
- There will be more book-on-the-day appointments. Appointing 1 locum per week for next 2 months to cover busy winter period.

Frailty Group Meeting report back

Our Primary Care Network (PCN) invited practice patients to join a Frailty Group Team planning meeting. Mike Holdgate attended on our behalf and says it was a very positive meeting; the patient representatives were listened to carefully and were able to bring about changes to the plan of action based on their experiences as carers.

Hybrid (physical/virtual) Meetings?

Janak said that this should be possible in the surgery meeting room so we will have our next meeting there. There is an issue for patients with mobility issues as the room is on the second floor of the building.

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Can we use the Surgery carpark (next to Kamsons) to park during our meetings?

Yes, we can as it is after 6pm. No risk of clamping!

Booking Surgery Appointments

It will now be possible to book both face to face and telephone appointments (previously only face-to-face was offered). It was suggested that online booking of appointments would help avoid the 8:30 telephone rush. Janak will push for bringing back online booking of appointments. **ACTION Janak**

More Disabled Parking?

Janak has spoken to the council who say our parking situation will be reviewed this May. Janak suggested to the Council that the existing motorcycle parking space could be converted to a second disabled space.

Could the telephone answering message be shorter?

Janak will investigate **ACTION Janak**

Surgery Plan for next 2 years

The surgery has developed a 2 year plan and Janak will propose a date and time for some of us to meet with him to hear about the plan. **ACTION Janak**

Publicising Information arising from our meeting

It was suggested that a summary of information that arose at our meeting (i.e. information given above) and which would be helpful for all patients to know about should be put on the Surgery website. This would also effectively advertise the PPG. **ACTION Janak**

Getting a wider patient representation on the PPG?

Janak will send Mark the contact details of the 50 patients who replied to his email last year which invited patients to join the PPG. **ACTION Janak**

These will be added to our PPG website so all will get notifications of meetings and an opportunity to add agenda items **ACTION Mark**

Date of Next Preston Park PPG Meeting: 6pm on Tuesday 16 May 2023. This will be a hybrid meeting in the Surgery meeting room.