**RIVERSIDE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES WEDNESDAY 20th SEPTEMBER 2023**

**Riverside Surgery Attendees:**  Dr Neill Bramble – Chair

Lucy Jones – Practice Manager

Lysa Ball – Deputy Practice Manager +

**PPG Members Attendees:** MP/SA/CF/LR/PT/WS

**PPG Members Apologies:**  RB/OA/CB/AH/SC

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|  |  | Action |
| **Welcome** | * This was our first face2face meeting since the pandemic, Confidentiality agreements were signed and introductions around the table took place. |  |
| **Minutes of Previous Meeting 18/5/23** | * These are agreed and accepted |  |
| **Matters arising from meeting 18/5/23** | * Website – LJ/LB to send out link to draft new website for all to review * Logo – currently options are still being considered | LJ/LB |
| **Surgery Staff Update** | * Reception team – over-recruited to help reduce stress and work load levels, currently reviewing our induction process. * Clinical Pharmacist – confirms new Pharmacist starting January 2024 * Additional Registrar – Dr Awolesi has been joined by Dr Subash Gurung. * Medical Student – continue to work with Birmingham University and provide training * Nurse Student – we will be welcoming a student nurse from Worcester University starting with us in October. * Employee of the Month – we have introduced this * PPG – PT felt that the staff had improved immensely over the last 12 months; WS felt that the wide age group was a positive step forward with the team as this allowed dynamic ideas and shared experience across the team. Paramedic made patients feel completely supported. Continuity of care – concerns were raised regarding on occasions where several clinicians are involved. |  |
| **Surgery Update** | * Duty doctor in reception is working well and is helping to assist/direct to appropriate clinician or service. * LJ gave a brief update regarding our covid and flu clinics. We are holding two super Saturdays in October (7th & 14th). * Opt-in process – confirmed this will be switched on from 4th October 2023, this will allow patients to see everything on their records from this date. Discussion around sensitive letters took place and was confirmed that in some instances visibility will be restricted. * React Service – This is a face2face asthma review service being led by an asthma nurse. * PCAF – Primary Care Atrial Fibrillation service which is led by a consultant cardiologist who is providing a remote clinic. * DermAL service – A triage questionnaire is in place for patient to complete which will determine if they are suitable for the DermAl photo hub. If suitable we can book patient into clinic directly, they do not need to see a GP or have a referral made. |  |
| **General Practice Improvement Programme** | * Brief overview given of this 26 week intensive programme to help us focus on 5 key areas (understanding and managing demand and capacity, improving the telephony journey for patients, improving the online contact journey for patients, enhancing triage and care navigation and better managing practice workload). We have already made two changes to our telephone call system; nurse line open from 10am to book nurse appointments and admin line open 9am-12pm for referral type queries. This was also the theme used for our recent successful staff training day. |  |
| **FFT** | * A copy of comments from our friends and family test cards was circulated to the group for the period April 2023 – August 2023. |  |
| **Vale PCN Update** | * PCN ARRS staff (paramedic, care co-ordinators, first contact physiotherapists, Mental health workers) have been moved away from cross practice working and are now based in surgery |  |
| **PPG Dates for 2024** | * Agreed to hold 4 meetings per year, two face2face and two via teams with Agenda being sent out two week prior to meeting. * Wednesday 17th January 2024 6.30pm via teams * Wednesday 17th April 2024 face2face time to be confirmed * Wednesday 17th July 2024 face2face time to be confirmed * Wednesday 18th September 2024 6.30pm via teams. |  |
| **AOB** | | |
| * Confirmed different organisations use different systems and cannot be seen by all organisations. * New members and health promotions – discussion around how we could attract new members to the group and promote health and wellbeing, ideas put forward were: library/PPG members in waiting room, local magazines. | | |

**Date of Next Meeting Wednesday 17th January 2024 @ 6.30pm via Teams**