PPG MEETING minutes 2:30PM 21 November 2023

Present: Kim Bill, Sarah-Jo Boyle, Jim Gammans, Dave Stebbing (chair), Rosemary Smeeton, Carolyn Paul, Margaret Alsop, John Ball (online).

1.Welcome to the meeting and apologies - **Dave Stebbing**: apologies Ann Klust, Anni Douglas, Cheryl Archer, Jennifer Debenham, Kate Wheller, Jane Hennessey. Introduction from those attending and discussed the importance of more members, and the PPG being able to have a more active role with community/patient events.

2. Actions from the last meeting: **Kim Bill** - new telephone system is now looking to be implemented December/early January

3. Response to Klinik – **Kim Bill**: discussed it being a fairer system and pts having lots of help with completing. Last month top reason for contact was covid related. 71% input via patient access, 29% by connect with a total of 2302. The decision to book appointments has been taken away from receptionists and now all triaged to make bookings fairer. Patient updates will be forthcoming. Would like feedback from a clinicians view on Klinik, in the near future.

4. Practice Update – **Kim Bill** - eHarley Street have been supporting the surgery with remote access clinicians, to help with pathology links, GP tasks, GP telephone calls, issuing prescriptions and for 2 days a clinician for face-to-face appointments.

5. Staffing – **Kim Bill** – currently 8 GP’s, 7 in the nursing team, 7/8 reception staff, with admin fully staffed. A new prescription clerk started this week. H&S officer started. There are 3 bank staff helping. The GPA role has changed as a result of Klinik and Supervisor roles are being established within the teams and training records updated.

6. PPG Chairs Meeting update – **Jim Gammans** – the PPG chairs meeting happened in September – most digital volunteers are on hiatus; they are looking to restart sessions supporting those in need with access to internet. Currently focusing on health talks in W&P for high blood pressure and pre-diabetes. Chairs are meeting again Thursday 30th November.

7. Practice Charter – **Margaret Alsop** – the website shows a ‘Practice Charter’ but need to query if there should be a ‘Patient Charter’ for patient rights/standards. A copy was requested by a patient at reception recently but hasn’t been received. The Patient Charter should have Klinik info and surgery update. Kim will raise the question on this.

8. Elderly Carers – **Margaret Alsop** – how are ‘over 60’ year old carers supported? Does Klinik have the option to highlight them as a carer in the process? Can Klinik be adapted to give priority to carers for appointments? Do carers have an auto ‘annual health check’? Discussed this as being put forward as a potential adaptation within Klinik. Sarah-Jo is going to raise the question regarding health checks.

9. AOB

**Margaret Alsop**-Dorset Highways have been made aware of the need for disabled bays to be re-marked.

**Margaret Alsop**-Looking into Dorset Highways issuing staff permits/hour parking within the car park.

**Kim Bill**-would like to look at the potential for a Cycle to work scheme in the future.

**Rosemary Smeeton**-Discussed briefly the process if a need is identified for patients struggling in the community – confirmation that the Care Coordinator will be contacted.

**Rosemary Smeeton**-update from Drax visit – discussed the £20k gift to GP’s in hard to recruit areas. ?GP training – is Dr Stow becoming a trainer.

**Dave Stebbing**-asked for the telephone log to be made available.

**Dave Stebbing**-Patient numbers/leavers/joiners for next time

**Dave Stebbing**-Complaints log to be made available.

Date of next meeting: 16th January 2024