

No	Agenda Item		
1.	Introduction and Welcome	Nick Timlin, VH, CA GJ, SJ, NS, MC,CS,MB,MW,DT, DC	
2.	Apologies	Ann Heppenstall, Emily Orcheston-Findlay, BR, HT	
3.	Minutes from previous meeting	Copies of minutes from previous meetings available ViH discussed all points from the previous minutes	
4.	PPG Structure	Retired Members – GL New Members – CS, MB	
5.	Patient Group Practice Requirements	<p>Complaints ViH advised there had been 12 clinical complaints since August 2023 received into the practice. Of these 1 no consent received from patient to investigate complaint raised by family member so no action take, 2 not upheld, 1 partially upheld, 1 upheld, other complaints are ongoing</p> <p>Concerns included: Information in GP record (patient/GP versions differ) Incorrect code added resulting in an incorrect message being sent to the patient Staff attitude Prescribing issues Delay in referral</p>	
6.	Surgery Updates	<p>Staffing VH explained over the last 6 months we have had a lot of sickness with the reception team but we have 2 new receptionists starting soon and that we are also looking at recruiting more staff We have recruited a new Respiratory Nurse and a PCN Pharmacist We have 2 new Registrars Dr Ejovwoke Obire and Dr Jennifer Okafor</p> <p>VH explained that Dr Samantha Foreman will be joining us as GP Partner</p> <p>VH explained that we don't have any Locums in the surgery</p>	

COVID Vaccinations

Care Home and Housebound visits will start on Tuesday 16th April

Clinics will be on a Tuesday at Victoria Road starting on Tuesday 23rd April these will be walk-in clinics 9.00 – 5.30 and will be in cohorts over 75, patients aged 6mths – 75 who are immunosuppressed

Anticoagulation Clinic

Intrahealth will be taking over anticoagulation monitoring and these clinics will be held in the People's Centre Raby Road instead of in the One Life Centre

Menopause Sessions

We have been sending out text messages to promote menopause sessions which are held in Lyla Belles Café and we have had good feedback from these sessions

Pharmacy First

VH explained about Pharmacy First and the minor ailments they are able to deal with which include Sinusitis, sore throat, earache, infected insect bites, impetigo, shingles and UTI's in women

NHS App/Online

VH explained about the NHS App and Online service. She explained that you are able to book appointments online and that you can also view test results which can free up appointments.

VH also explained that staff would be happy to help anyone set up their NHS App or Online Service.

Practice Website

VH explained that the website is currently being updated.

It was brought to our attention that there are a few out of date items on the website

It was mentioned about using acronyms on the website as not everyone is aware of the meanings and it would be helpful to have a list of acronyms or use full titles.

Phone System

There were several complaints from the group regarding the phone system i.e. the recorded message is 55 seconds long, that you then go in a queue and if there are more than 10 people in the queue it cuts off and you have to ring back. It was suggested by members of the group to take off the recorded message or have an engaged tone.

Dr Timlin explained that unfortunately we are in a contract with the telephone company.

It was also mentioned that patient's were not aware that the telephone no longer gets answered at Hartfields

7.	AOB		
9.	Date & Time of Next Meeting	Next meeting will be scheduled for September 2024.	