

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Annual General Meeting held on Fri 5 May 2023 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Chair's Report
6. Practice Manager's/GP's Report
7. Election of Officers and Committee
8. Friendship Café Coffee Mornings
9. Newsletter
10. Social Prescribing
11. Date of Next Meeting

Attendees: *(list sheet held by Bernice)*

Apologies: *(list held by Bernice)*

Welcome and Introductions

Bernice welcomed everyone to the meeting, for reasons all are aware of, the first AGM since April 2019!

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

Roger stated that he'd experienced the new PATCHS online appointment and repeat medication request service (which in fact replaced KLINIK, which was also a new system, since the last AGM) and it was working well.

Chair's Report - Bernice

There hasn't been an AGM since before the pandemic and a lot has happened in that time. Bernice will therefore circulate her report as a separate appendix to these Minutes.

Practice Manager's Report – Krupa

Krupa has been with the Practice since July 2022, replacing Ashley who took up a new role after being at the practice for 10 years. Meeting people at the last PPG Meeting in November 2022 had been useful. Krupa was involved in the vaccine rollout at Byron Hall and expressed her thanks to those who were also involved and those who had given their views on issues. She also thanked Bernice for her ongoing support and effort.

Practice Report – Daniel

Staffing: Three new receptionists had joined. The new Admin Team is working on improving efficiency. Dr Nasser Sheikh joined as a new Partner towards the end of last year. We now also have a new Practice Nurse and 3 pharmacists doing health reviews.

Website: The Practice website has undergone several changes, some bigger, many smaller. For example, integration of the PATCHS system, updating of content and links. There are still numerous changes to be done.

Appointments System: The new PATCHS system is working well – considerably better than the system it replaced – and is being closely monitored to ensure that any issues are dealt with promptly.

Vaccination Room: There is a small underused area in the waiting area in Reception, previously used as a children's play area. It is planned to convert this into a small room suitable for administering vaccinations.

Appointments: Since the pandemic restrictions were lifted and at the request of many patients, there are more face-to-face appointments and fewer telephone appointments being scheduled.

PCN Practice Merging: Formal merging of practices in the local primary care network is NOT going to happen – at least as far as Simpson House is concerned.

It has been a difficult time in the last few years, with Partners retiring or leaving, staff shortages and COVID to deal with along with many changes to processes and the way that services and referrals are requested.

Roger mentioned that people needed to remember that all of the professionals in the practice had been under a great deal of pressure and thanks to their efforts the practice was a good place for patients.

Ashok also thanked the reception staff for being so good.

Election of Officers and Committee

All officers being willing to continue to serve, they were re-elected unopposed.

Friendship Café Coffee Mornings

These are normally held on the 3rd Friday of the month from 10:30 – 12:00 but attendance has fluctuated considerably. Originally opened as a Carers Café it initially went well, but since then attendance had been dropping prior to the pandemic and dropped still further still during it. After rebranding as the Friendship Café, attendance increased considerably (up to 30 people in March) after the pandemic restrictions were lifted, but subsequently dropped back again (4 people in April).

Bernice was anxious to publicise it more, to try to get the numbers attending back up. One way was to ensure that a text message reminding people of the next date went out in good time.

Newsletter

The Newsletter is ongoing but Krupa needs the layout template from Ashley before she can take up the reigns. She is now collecting material for the next edition.

It has been suggested that each edition tackles a selected health topic which is then explained in a clear and straightforward, easy to understand, way.

Social Prescribing

Social Prescribing – also known as community referral - was introduced into the NHS in 2019 and is a way health professionals can refer patients to local services that support a patients' social, emotional, or practical needs. Patients maybe 'prescribed' gardening, sports activities, or other non-clinical services that the prescriber thinks will suit and benefit a particular patient's health and wellbeing.

Justina is our Social Prescriber. Referrals can be made by the practice's GPs, pharmacists or nurses.

Date of next Meeting

The next standard PPG meeting will be held on: Fri 22nd September 2023 at 12:00 in the Simpson House Conference Room.