

Staunton and Corse Quarterly Meeting: Summer - 17th May 2023

Present: Sarah Bryant (SB), Malcolm Harley (MH), Donald Peach (DP), Louise Tweney (LT).

1. **Matters Arising from February informal Spring meeting.**

a) SB began the meeting by announcing her move to a new practice in August of this year. She introduced her replacement (LT) and commented that she regretted having to leave the Practice, but personal circumstances meant that a move to a practice nearer to home would be advantageous. She thanked the PPG for their help and in response, MH thanked her on behalf of PPG members past and present who had worked with her during her five years in post.

b) **PPG Members:** it was noted that previous membership of the PPG had included several elderly members who now found themselves less mobile and unable to continue in post.

A discussion ensued regarding recruitment of new members which, it was decided, should include representatives from outlying parishes that formed part of the Practice catchment area. Nominees would hopefully come from across the age range to provide a balanced representation of issues concerning patients both young and old. It was also suggested that nominees be 'interviewed' so that they are aware of the remit of PPG members. Due to COVID and health concerns the PPG members had not been invited to assist with what had become a regular practice of managing carparking and patient information at mass clinic sessions, therefore the role of PPG members had changed somewhat, as the Practice now had a 'manual labour force' to deal with such issues. SB/LT/MH to consider future roles of PPG members.

c) **Constitution of the PPG** to be reviewed and formally identified for display on Practice website and posters in the waiting room. This would also help with appraising possible candidates for PPG membership of the role they would play. MH said that the previous Chair had left a memory stick with lots of information regarding the PPG and this would be forwarded to LT/SB to review and identify suitable information for moving forward with a new constitution document.

d) **Attendance at PPG meetings** would include a doctor for future meetings, although one was not present today.

e) **The PPG Newsletter** would be composed by DP on a quarterly basis and would include all newsworthy items from within the Practice – staffing, policy changes etc, but would also contain answers to regularly posed questions from patients as well as general information on clinics and topical health issues where appropriate. DP to look at circulation throughout the Practice catchment area via parish councils, parish magazines and the Practice website. SB also suggested that a text message could be sent to patients to identify publication on the Practice website. MH also suggested

paper copies be made available via the Swan and Ashleworth Hubs as well as the Practice waiting room. Topics for the Summer Newsletter discussed; see Newsletter.

2. SB reported that the **Carers Support Group** was gaining a large following. Texts were sent to remind individuals that the sessions were held at the Practice Surgery on the third Thursday of the month, 13.00 – 14.00hrs. Further publicity regarding the support group to be made available via the Newsletter.
3. **Blood Pressure** self-testing arrangements now in place at the rear of the Practice waiting room. Uptake had been good and enabled the patients to take their own readings, record these and pass them to reception for forwarding to the appropriate member of the medical staff. There was nothing to prevent anyone from using the facility, but more generally it was on recommendation by the medical staff, so that a less stressful situation might provide more representative readings.
4. **Staffing:** As mentioned already, LT is taking over as the Practice Manager after initially being recruited to manage the dispensary. With a proven history in Practice Management LT is no newcomer to the role and is looking forward to the challenge. This leaves a vacancy for a Dispensary Management Lead which is currently being advertised.

Physician Associates: Tom Burrows is about to join the Practice whilst the current associate takes maternity leave.

GP Trainees: Current trainees are Jess, Nancy and Mustafa, but this will change in August when there will be a change over.

Health Care Assistant Vicky Goodall has qualified as a Practice Nurse and is now performing in that role.

Practice Nurse Karina Blackwell has qualified as a Nurse Practitioner and has taken up her duties which helps lessen the demand on the Practice GPs.

5. **Other Business:** SB raised the following:
 - i) GP Contract specifies that all practices move further into the 'digital age' by using a text messaging system to contact patients and by 2025 have a 'Cloud Based' telephony system in place. This increases the need for all patients to ensure that their personal data be kept up to date, otherwise errors in patient appointments, clinic dates and bookings etc, will arise. There are likely to be some 'system difficulties' which may cause inconvenience to patients and staff alike, but the Practice will be working hard to minimise these. Overall, this should be to the benefit of all patients, but certainly for those patients who are in employment, it will make communication with the Practice more readily available.
 - ii) System MIDOS: Coming soon - a platform based system for those at Reception to handle incoming calls for appointments, allowing them to offer standardised, objective and constructive advice to the patient on self-treatment for a range of conditions that do not really require a member of the medical staff to advise upon.

iii) Unattended children in the waiting room has, on occasions, caused some concern for the child's safety. No child should be left unattended in the waiting room and whilst parents might feel that it is a safe environment, a child could quite easily become vulnerable to all sorts of dangers in the parent's absence. Parents should be reminded that if they bring their child to the Practice, they will need to be comfortable with having them present at the parent's consultation with the medical staff if there is no other responsible adult to supervise them.

As no other business to discuss the meeting concluded at 12.35hrs with the next meeting scheduled for **11.00hrs on August 2nd 2023 at The Meeting Room, Padfield's Farm.**