**Stony Medical Centre PPG meeting -Minutes 17th January 2022**

Present: Judith Williams; Sue Graham: Joan Crossan; Angela Turner; Philippa Prescott; Crad Allerton

Apologies: Gill Thompson

The meeting was held using Microsoft Teams with JW and SG present at Stony Medical Centre

**PCN Staffing update**

A first-contact physiotherapist is now based at SMC.

Two adult mental health Practitioners added to the staff. Children and Young People have ongoing availability for mental health help from the Arthur Ellis organisation.

Available to all patients in the Watling Street Network of surgeries via Klinik

Within the Network new staff are being employed by each practice with the needs of all practices in mind.

Space is short within the buildings so working from home and shared rooms are becoming usual. Oxford and MK Hospitals are moving into Whitehouse Centre, reducing capacity there.

**Covid Vaccinations**

Covid vaccinations have been based in Whitehouse but a number of appointments were not taken up without advising staff.

**PCN plans for reducing inequalities**.

Not all the practices offer ‘extras’ to their patients.

SMC offers a number of in-house minor?? medical services to their patients and these will now be offered to other patients in the network.

**SMC Premises update**.

JW had a meeting with the new local NHS Property Services representative and will be sending a hit list of complaints and requests

It was also mentioned that past proposals for relocating the SMC premises to a larger building are now low on the BLMK CCG priorities as there are a number of practices in Luton working from a house, as it used to be generations ago.

**Winter Access**

Normal NHS practice is to make extra funding available to surgeries to cater for extra winter time demand. This is about 16- 20 extra appointments each week over 8 weeks.

**Extra clinical appointments**

SMC intends to appoint another Physician Associate and one GP to replace the two current locums.

**The Phone calls problem**

Isolating members of staff on reception have caused delays in the responses to phone calls.

**New internal phone system -Pilot scheme**

A new phone system will be in place on the 15th February which will improve communications between all members of staff with the usual secure communication systems between clinicians and patients.

**Patient Education Evenings**

The Patient Education Evenings will re-commence on Thursday 20th with a talk on “What are my options for losing weight”

The last event had 500 participants learning about allergies.

Information is on the Practice website on Klinik under Practice News and Blogs

**AOB**

The use of the NHS app to change your pharmacy of choice was explained

**The next meeting will be held on the 7th March at 10.30 am**