**Stony Medical Centre PPG Meeting minutes for 7th March 2022**

**Present:**

Judith Williams Sue Graham, Janice Barnfather, John Marshall, Gill Thompson, Crad Allerton.

Attending by Zoom: Angela Turner and Joan Crossan

Apologies: Philippa Prescott

Two new members, Janice Barnfather and John Marshall were welcomed and other members introduced themselves, with brief comments on their experiences with the PPG.

**Minutes of the last meeting**

The minutes, previously circulated were agreed. JW to confirm that there are no redactions required before adding to the PPG site on the Practice website. **JW**

**PPG Projects**

It has been suggested that we would benefit from having a more technically competent person, not necessarily a regular PPG member to improve our presentation to patients on the website.

This could include promoting the NHS app (not the Covid19 one) to patients and encouraging the awareness of changes.

*(Suggestions welcome ??)*  **ALL**

**Practice News**

The new telephone system came into operation on the 16th of February and it has proved a big improvement. More flexibility for staff in contacting and being contacted by patients. Live monitoring of calls and the ability for doctors ringing out and patients ringing in is now possible.

The direct use of Klinik has increased to nearly 50% of contacts.

There is an ongoing recruitment process for clinical and admin staff.

The paper folders containing each patient’s records are being transferred to a very secure holding company with the ability to recall the documents in a scanned form when required.

This has freed up space to use for hot-desking.

There are problems with how to protect vulnerable patients. Mask-wearing and general Covid safety still means that there are patients in the waiting room who may or not be affected. Should vulnerable patients be brought into that environment?

An existing room in the surgery is being made into a Well-being room for the mental health services.

**Primary Care Network News**

The Government’s Additional Roles Reimbursement Scheme (ARRS) pays additional money per patient to allow different activities to be funded. Shared amongst the Network the funds can be used to provide a joint Urgent Care service by reorganising staff on call in each practice and having a central team on call.

Watling Vale and SMC are trialling this as a pilot scheme.

The freed-up hours will allow doctors to increase their appointment time to perhaps an hour, or as required where an extended consultation and discussion will create longer term benefits for a patient. And the practice and other patients.

**AOB**

Angela Turner informed us that she will be leaving the PPG when she moves away. Angela is one of the long-term members of the PPG and her professional and experienced approach coupled with her empathy will be missed.

Angela will be keeping in touch and sharing her experiences when she joins her next PPG. A gain for all.

**Future Meetings**

25th April

13th June

25th July

5th September

17th October

28th November