**Final draft PPG Minutes 25th April 2022 (**27/4/2022)

**Present**

Sue Graham (Chair), Ruth Lewis (Deputy Practice Manager)

Gill Thompson, Janice Barnfather (part) John Marshall, Crad Allerton.

**Apologies**

Sylvia Waddington, Joan Crossan, Philippa Prescott, Angela Turner, Judith Williams

Minutes of the last meeting were amended and approved.

(Progression in moving the paper files from the storeroom has slowed, new target the end of April)

**Practice news**

A new Physician Associate Alice Mercer has joined the practice. A new PA, salaried GP or paramedic is to be appointed to replace Doctor Akusu who is leaving.

The Integrated Community Support Team is now based at SMC.

The Reception teams are now at full complement.

The Practice has approved the enhanced management training of Ruth Lewis.

A month’s trial between Watling Vale and SMC where the Urgent Care doctor and a receptionist covered both from alternative venues on Tuesdays and Fridays was partially successful and will be tried again after some thought.

**PCN News**

The network is now a limited company based in SMC. There is a website

<https://www.stonymedicalcentre.co.uk/watling-street-network-pcn>

“Enhanced Access” means that patients will be able to contact the Network for appointments between 6.30am and 8pm from October this year.

 It would be 6 days a week as the Network would be required to offer some Saturdays.

**AOB**

The provision of ear syringing services at the surgery was discussed. It is not a requirement of the practices in MK to provide them.

The PPG will ask the Network if they could organise a recommended practitioner (or more) to carry out the service either at the surgeries or elsewhere. It was felt that patients would be more likely to use the service if it came with the NHS approval. It is expected that costs would be paid by patients and the practitioner would be self-insured. **Action RL**

The Practice Website.

John Marshall had reviewed the website from the patients’ point of view and identified changes that would both improve ease of navigation for patients and provide efficiency gains for the practice.

It was agreed that he would work with the Practice managers on Judith’s return to improve it to the benefit of both patients and the Practice.

Cox and Robinson

Their service in providing completed prescriptions is currently terrible. Long queues outside the shop.

Ruth was asked to make a complaint to their manager on behalf of the patients.

 **Action RL**

**“A Named Doctor”**

Currently all the patients in the practice are ‘pooled’ between the Partners.

Each new patient is pooled and then allocated to the most appropriate doctor whose list needs supplementing.

Thus a patient may see the same doctor or depending on urgency and the frequency of attendance of their ‘regular’ doctor, may see another clinician, eg a doctor, a PA, a paramedic, a locum a nurse, a physio etc.

It is suggested that this will be useful information for patients to understand and should be included on the website. **Action JW, RL JM**

RL was asked if part of the noticeboard could be allocated to the PPG for the purpose of pinning up the Minutes of the last meeting. And how to join**. Action RL**

**Future Meetings**

13th June

25th July

5th September

17th October

28th November