

# PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 27<sup>th</sup> September 2022

**Present : Jane Rudon, Kerrigan Rudon, Mike Thompson, Karen Gavin, Linda Haigh, Margaret Msimbe, Klair Allen, Dr Mukadam and Roy Birch.**

NOTES	ACTION BY
<p><b>GROUP MEETING</b></p> <p>Jane Rudon opened the meeting and welcomed all members. Jane introduced Roy Birch who is a new member of the PPG panel. There were apologies from Nic Gavin, Gwen Thompson, Irene Gwizdala and Vicky Hill.</p> <p><b>MINUTES OF THE LAST MEETING HELD ON 05.07.2022</b></p> <p>It was agreed that the minutes were accurate.</p> <p><b>MATTERS ARISING</b></p> <ol style="list-style-type: none"><li>1) The practice leaflet has not been updated yet. Jane will talk to Vicky about it.</li><li>2) The Patient Questionnaire has not yet been used during the flu clinics in September when a large number of patients will be in the surgery.</li><li>3) There was a discussion about the number of patients who do not attend appointments. This was the major feature in the summer newsletter. It was suggested that the number of missed appointments and the hours lost be put on the notice board monthly. Jane asked Klair if she could provide these monthly figures. Jane will put information about the importance of smears and children's vaccination on the notice board.</li><li>4) Plaudits continue to arrive. There has been no further action by the people whose complaints were reported last meeting. The display of plaudits on the notice board has not yet happened.</li></ol> <p><b>PRIMARY CARE NETWORK</b></p> <p>Vicky has been coordinating and working with the PCN. Things are going smoothly. Covid clinics and extended access have been agreed</p> <p><b>FLU AND COVID VACCINATIONS</b></p> <p>There have been several covid/flu clinics and 2/3 of over 65s have been vaccinated. There is some reluctance amongst some patients. Patients are being texted to encourage them to attend. Dr Mukadam said that he would be happy to talk to patients who have particular concerns. There are strict rules laid down about eligibility and patients are invited to attend cohort by cohort. Doctors, the nurse and Health Care Assistants are at the clinics and undertake health checks whilst the patients are in the surgery.</p>	<p></p> <p>JR</p> <p>JR</p> <p>KA</p>

## **STAFF UPDATE**

Belinda and Julie have been employed on reception and are covering the later hours.  
Dr Balint works Thursday and Fridays.  
Dr Foster has resigned due to deteriorating health.  
There are two Physician Associates who are currently being trained and supervised.  
Their role is like unqualified doctors. They can't prescribe medication or sign death certificates. They are working on Fridays.  
HCA Hayley works on Fridays.  
Marta has postponed her course for one year.

## **CQC UPDATE**

CQC updates every month using data from the Integrated Care Board and so far they are happy with FMC.

## **COMPLAINTS/ PLAUDITS**

A member of the PPG panel wanted her thanks to be given to Scott who had resolved an issue promptly and courteously.  
Plaudits continue to arrive.

## **SIGNIFICANT EVENTS**

Nurse Natalie had a needle prick and followed the protocol.  
New staff need to be made aware of the Needle Stick Injury Protocol.

VH

## **NEWSLETTER**

The main item in the autumn newsletter will be flu and covid clinics.  
The newsletter will also include DNAs and encourage patients to come for their smear tests and children's vaccinations.  
It will, as always advertise for additional members of the PPG panel.

JR

## **DATE OF THE NEXT MEETING**

The next meeting will take place on Tuesday 8<sup>th</sup> November 2022.

## **ANY OTHER BUSINESS**

The step between the waiting room and the Cop caused a few trips, nothing serious.  
It was pointed out that the main entrance to the Cop is through the car park and patients shouldn't really use the internal door.  
Nevertheless, it was suggested that some stripy caution tape be stuck on the step.

KA

Jane then closed the meeting and thanked everyone for their attendance.  
The group happily welcomed Dr Nina and Dr Gopal Sharma.  
Some drinks and snacks were shared.  
We discovered that Klair is getting married soon and toasted her marriage and that it was Dr Nina's birthday that day...another toast.  
The group then thanked the Sharmas for their many years of dedicated service to the patients at FMC and presented them with a card, a vase and some flowers.