

CEDAR MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD ON WEDNESDAY, 18th JANUARY 2023

Present: Helen Rubie (Practice Manager); Lisa Stockdale (Admin); Linda; Bob; Jean; Carol ; Julia.

Apologies: Sarah Williams (Head Receptionist).

1. MINUTES OF PREVIOUS MEETING HELD ON WEDNESDAY, 26TH FEBRUARY 2020

The minutes of the previous meeting held on Wednesday 5th October 2023 were approved.

2. MATTERS ARISING / ACTION REPORT

Patient Access to Future Data – online access to records is currently halted until further notice.

Push Doctor – the Push Doctor system explained again. Patients contact the Practice as usual with their appointment request and the receptionist may then direct the patient to this service by sending the patient a link to book their virtual GP consultation.

3. REVIEW OF PATIENT SUGGESTIONS / COMMENTS

Reviews and thanks from patients read out. Also, positive feedback received from the last Registrar who was with us. Friends and Family Test Results available to all in the waiting room.

4. STAFF CHANGES

- Dr Aung (Locum GP) is no longer working with us.
- Gill Russell (Secretary) is due to semi-retire. A new job-share secretary Sharon Bembridge will be starting with the Practice w/c 23.1.23.
- New registrar Dr Raja will be starting with us in February 2023.

5. FINALISE PRACTICE SURVEY

Previous questionnaire shared, the group were asked if they felt the questionnaire needs to be changed or broken down a little, for example questions relating to telephone appointments and face to face appointments – group agreed it would simplify it and so slight adaptations would be a good idea. HR advised that an online questionnaire would be tried (for example 'Survey Monkey') – Practice to look in to setting this up before the next meeting. Paper questionnaires may also be used alongside this.

6. NEW PRACTICE WEBSITE

The group were advised that the Practice website has now changed due to a change of provider. All necessary practice information/services are still available on the new website. It was suggested that all take a look at it and give any feedback necessary.

7. ONLINE BOOKING APPOINTMENTS

Reintroduction of online appointment booking is still being considered. It is possible it won't be re-launched just yet in light of the current increased winter pressures practices/NHS are experiencing.

8. 2023 PPG CHARITY EVENT

The group were asked if they would like to consider a charity event this year. A tombola/raffle was suggested. However, it was acknowledged that success of this may be reduced to previous years due to lower footfall of patients into the surgery since Covid.

9. SOUTH PCN SERVICES

Our PCN (Primary Care Network – Cedar Medical Practice is part of South PCN) have a number of different services that they offer withing practices including - Social Prescribers; First Contact Physiotherapy; Care Co-ordinators; Specialist Mental Health Nurse and an Advanced Clinical Practitioner who works primarily within Care Homes. As part of South PCN practices are aligned with local Care Homes – Cherry Tree and Lincolnshire House are Cedar’s designated care homes.

Any Other Business

- Prescriptions – it was asked when a pharmacy doesn’t hold stock of a certain item, whose responsibility is it to find a pharmacy where it is stocked. This would fall to the patient. As a Practice we are notified of any drug shortages by the ICB (formerly CCG).
- GP Urgent Access Hub – the hub is running again until the end of March 2023 from our Branch Surgery in the Ironstone Centre. This is a winter pressures assistance service and appointments are triaged by the GPs at practice level and booked as necessary.
- Telephone appointment times – it was raised by a member that they had been booked in for a telephone appointment with a Dr but the Dr had not telephoned at the designated time. It was explained that Reception should not have given out an exact time for the call – it should be just stated as a morning call or an afternoon call.
- Locality PPG Forum meetings are currently on hold as they do not currently have a chairperson.
- It was asked what weight management services are available – all advised that GPs can refer eligible patients to Healthy Lifestyles Service. The Practice does not have any affiliation with any slimming groups such as Slimming World or Weight Watchers.

Date of Next Meeting

The next PPG meeting will be held on Wednesday, 19th April 2023 at 12.30pm.