**PPG MEETING MINUTES OF MEETING HELD ON 20th JUNE 2023**

**Present:** Jeanette Hadley (Practice Manager – SVMP), Bev Glass (Deputy Practice Manager – SVMP), Gill Hartwell (PPG Secretary), David Hanna – (PPG Vice Chair – part meeting), Tina Kebby, Winifred Wallis, Julie Blandford, Alison Roast.

**Apologies:** PPG Members – Barbara Carstens, Delia Simmonds, Karen Heather, Mike Bechley

**MINUTES FROM LAST MEETING**

BG asked all members if these were agreed, and if there was any feedback from them. All members present agreed minutes.

**STAFF UPDATE**

Laura Crouch, currently a Health Care Support Worker, is soon to qualify as a Nursing Assistant. The Practice is very proud of the time and work that Laura has put in for her studying. Laura will undertake additional roles within the Practice once her qualification has come through.

Trish Diaper, Respiratory Nurse is sadly leaving the Practice. A new member of staff will be replacing Trish in July, her name is Fiona and she currently works in General Practice as a Respiratory Nurse.

The Practice is currently out to advert for a GP assistant. This role is to support the GP’s and clinical team.

Dr Emma Bodenham is a new salaried GP joining the Practice in July. Dr Bodenham is currently on a GP Retainer programme and will be doing 4 sessions a week.

Dr Alex Kenchington will be joining the Practice as a new salaried GP, once she has completed her training in September. Dr Kenchington will be doing 6 sessions a week.

**TELEPHONE SYSTEM**

The new telephone system is installed and working well. The Practice can carry out audits and reports to see when there are a high volume of calls coming into the Practice, how many calls are waiting, how many calls are not answered etc. In May, 7221 calls were received, and 4704 calls were made. Tuesdays were the busiest day of the week. Busiest times of calls coming in are between 8.00am – 10.00am, with the quieter times being between 1.00pm – 2.00pm and 5.00pm – 6.00pm. It was suggested that the PPG are shown how the system works at the next meeting.

**GROUP CONSULTATIONS**

JH explained that these were in an experimental stage and a group “tryout” was being held during the TARGET afternoon on Thursday 22nd June, when the Practice is closed for Staff Training. The “tryout” will be run by Lucy Cusack and Emma Christopher, and will be held with Practice staff. GH said she would like to attend if possible.

The first Group Consultation Meeting is taking place on Thursday 29th July and patients who are pre-diabetic have been invited, so far there are 12 patients who have confirmed attendance. This would mean those with similar conditions would meet in a group to be given advice, help and guidance on their condition and form a type of support group. This would save many hours of nursing consultations. No personal information will be shared and patients will be required to sign a confidentiality statement. Should this Group Consultation for pre-diabetic patients prove successful, other groups could be formed, such as asthma, lifestyle advice etc.

**DNA Appointments/Prescriptions issued/Test requests/Referrals made/Econsults for May**

|  |  |  |
| --- | --- | --- |
| DNA GP Appointments (20 or 15 minute appointments) | 26 appointments | 9 hours 35 minutes |
| DNA Health Care Assistant Appointments | 35 appointments | 6 hours 50 minutes |
| DNA Nurse Appointments | 20 appointments | 5 hours |
| DNA Urgent Care (on the day) Appointments | 3 appointments | 55 minutes |
| **TOTAL** | **84 appointments** | **22 hours 10 minutes** |
| Prescriptions issued | 25,472 |  |
| Tests requested | 9,229 |  |
| Referrals made | 371 |  |
| Econsultations received | 993 |  |

Discussion followed on the lack of ease when trying to cancel appointments. JH is to investigate and report back at the next meeting.

Prescriptions that were issued in May was discussed, with all agreeing that this number was excessive. The Practice Prescription Team would be tasked into investigating the ease/difficulty in cancelling unwanted items, which seemed to be problematic.

**AOB**

Newsletter

There is a June Newsletter available, which mainly consists of healthcare services which can be self accessed. Copies were in the surgery and will be in The Lee Hub.

Patient Survey

BG thanked members for completing the Patient Survey regarding the use of the Practice website (details of which are enclosed with the minutes). General feedback was that the website was easy to use but it was felt that finding certain things within the website wasn’t always as easy. JH will review website again.

Gosport Medical Centre merger with The Willow Group

BG advised that there had been comments on social media regarding the recent merge and that it was felt that there was confusion amongst patients within Gosport about other Practices merging. BG confirmed that the Practice had no plans to merge with any other Practice.

Next PPG Meeting – Tuesday 26th September 3.00 – 4.00pm