

Pickering Patient Participation Group (PPG)

Minute of a meeting held at 14:00, Thursday 01-June-2023

Present:

NP (Chair), SG, SD, TS (rapporteur), AB, JF, PC, HS, CD.

Apologies: None recorded.

- 1) Minutes of last meeting: (14:00 on 06-April-2023) were reviewed, with extensive discussion around aspects of item 3 (Matters Arising) in the minute and in particular item 3.a (PPG Constitution) and item 3.e (Deputy Minute Secretary). It would be inappropriate to record at this stage that “the minutes were agreed”.
- 2) The normal order of the meeting was adjusted to accommodate a presentation from Chloe Scott (additional to the Primary Care Network, starting January 2023, effective in place from mid-February).
 - a) Focus, support to dementia sufferers and their carers
 - b) Annual review is key – role of memory clinic
 - c) Establishment of “Personalised Care Team”
 - d) Dialogue with Community Teams & Charities
 - e) Brief discussion of “Herbert Protocol” – when patients go wandering!
 - f) Discussion of the benefits of dementia diagnosis
 - i) Patients and their carers often don’t want a formal diagnosis
 - ii) DVLA need to be notified but that doesn’t automatically result in loss of driving licence
 - g) Discussion of “Next Steps” programme in Pickering
- 3) Matters arising (from the Minutes):
 - a) The wording of item 3.a was challenged as reflecting only negative comments made, without embracing positive comments that were also made.
 - b) The basis of the reference to a two week window for production of minutes was questioned.
 - c) In light of the extent of disagreement and the strength of feelings exhibited, the Chairman circulated a note based on discussion between himself and SG.
- 4) Practice Update: SG advised that:
 - a) COVID-19 booster sessions are continuing for specified groups.
 - b) Responding to questions on the way in which the TV display in the main waiting room was used, SG agreed that this would be reviewed.
Action: SG
 - c) With introduction of the new telephone system on Tuesday 6-June, a call-back system will be in place.
- 5) Staff Update: SG advised that:

- a) Face-to-face physiotherapy appointments will begin in July (Barry Goodriaan FCP – First Contact Physiotherapist).
 - b) ANP Helen Miller will reduce her hours to two days per week.
 - c) Medical Staff numbers stand at four GP partners, four salaried GPs.
 - d) An additional GP (Dr Sam Boam – newly qualified) will start on 7-August.
 - e) Two trainee GPs will join the Practice from August 2023
- 6) Reception Training:
- a) Training is ongoing.
 - b) It was noted that some members felt there was inadequate coverage in Reception between the hours 08:00 – 09:00.
 - c) The telephone answering machine switches off at 08:30.
- 7) Partners' Meeting
It was noted that the Partners' Meeting is a Practice business meeting. It would be inappropriate for matters to be shared with PPG.
- 8) Patients' Concerns
- a) None recorded.
- 9) Health Promotion
- a) Signage – an estimate had been received for £140 + VAT for an external box for use by PPG.
 - b) NP will continue to liaise with Tracey Hick (Finance Manager) on noticeboards.
- 10) Open Evening, Wednesday 28-Jun 16:00-19:00
- a) Focus items:
 - i) Training doctors (Dr Bishop)
 - ii) Nursing Team (Kirstie Vincer)
 - iii) Patient Care Team
 - iv) Online Access (Cheryl Secker – Business Support Team Manager)
 - b) Voluntary Attendance:
 - i) Sight Support
 - ii) Carers Plus
 - iii) Defibrillation Video
- 11) Visiting Speakers: Carol Stephens (Sight Support) will join the meeting on 27-July.
- 12) Next Meeting:
- a) The next meeting was set for Thursday, 27-July at 14:00.
 - b) There being no further business, the meeting closed at 15:35.