**CHURCH VIEW SURGERY PATIENT PARTICPATION GROUP**

HELD AT CHURCH VIEW SURGERY, SCHOOL LANE, COLLINGHAM,

ON MONDAY 22TH MAY 2023

**MINUTES**

Present Dr Deri Trigg DT), Kate Lamb (KL), Marjorie Wilson (MW), Peter Burr (PB), Lavinia Royles (LR), and LeRoux Fourie (LF), Judie Fourie (JF)

1. **WELCOME TO ALL –** was given by (MJ) & review of meeting new courtesy’s was briefed to the group by (PB) Marjorie Wilson Lavinia Royles and John Groves were nominated and voted as continuing terms of membership
2. **Apologies** for absence – received from Kate Ross and Diane Talbot & John Groves (partly) & Jane Foster
3. **Minutes & Matters Arising -** Minutes of the previous meeting were agreed and passed an amendment to the minutes item 6h on the agenda was agreed
4. **Practice**– (DT/ KL)
5. Practice Briefing and Update (KL) introduced by (DT) Kate gave a resume of her Practice life concentrating on IT & HR She will also update the practice website. (DT) told the team about AccuRx replacing Patches for request bookings online on the basis of mixing old and new. (LR) asked how the messages were responded to. (DT) outlined how the system worked operationally with the triage being finalised by a GP. (PB) asked why one should use it (DT) outlined a typical call and how it would reduce the volume of routine calls and would be responded to within 24hrs. (KL) also outlined the various ways it would be publicised to patients to use. (KL) reviewed staff appointments required – reception, dispensary and secretarial. Adam is the new receptionist. Thorner is being utilised a bit more to ease pressure at Church View. Medicines are still difficult to obtain. NHS choices web site is asking for feedback from patients
6. Introduction to and presentation of PPG *Virtual*

(PB) gave a short presentation to show how the new Virtual Group functioned and the opportunity that it gave for patients to keep in touch and comment on events at the surgery (LF) suggested that the practice should include links on the practice web site for virtual members and PPG enquiries to come direct to the two email addresses instead of the manual collection of paper currently being carried out

1. Introduction to the Butterfly Club by (MW)

(MW) & (PB) gave an introduction and progress report being made on the feasibility study for the setting up of a memory club. (DT) seemed concerned that the next steps being proposed were a “big jump” (PB) reassured him that this was necessary and was more of a natural progression of bringing the strands of the work already done together. (DT) further explained that it was not possible to write to cares directly but that an “aid memoir” prepared by the PPG could be given by the GP to the carer and patient at the end of any appointment as a direction for further interest and well being

1. Questions regarding the IPSOS Survey:-

(DT) explained that the answer to all of the issues expressed by patients in the three questions were as a result of things put to one side because of Covid  and then being reintroduced with  a large back log, putting pressure of work on the system. It was also reflective of the strain in the NHS System. A question was asked by (LF) about in house and NHS surveys and (DT) agreed that a summary of in house friends and family to be brought next time

1. Inclusion of Logos on Website / TV

(KL) was asked about including the two new logos of the website (DT) confirmed there were no objections to this (DT) happy too.

1. Bids – what may be required for the future - large & Small

(DT) explained that there were no requirements at the moment but PPG help would be appreciated when setting up bids as and when the need occurred

1. Tabled question from Lavinia Royles – changes to the practice contract about the requirements when booking an appointment with patients as directed in a letter dated 9th March 2023 from Dr Amanda Doyle OBE, MRCGP She also asked about general supply issues

(DT) It was agreed that 1st part of the question was satisfied by the explanation of the new AccuRx system. He reaffirmed that tables in particular still remained an issue in obtaining satisfactory supply. A far as vaccinations were concerned this was particuly difficult to plan and inform patients because supply was inconsistent and had become adhoc. No confirmation of supply and delivery times were given to the practice.

1. A question how does a patient arrange a routine appointment with a GP with a specialist interest was raised by (LF)

(LF) agreed that a complete answer had been given to him by (DT) in his covering of the introduction of the new online system AccuRx

1. Question from a *Virtual* Member:-

It doesn’t appear to be clear that the online booking system is not functioning why is this? Could we have an update as to whether and when a revised service will start? Is there a time when the new PATCHS system will start at the surgery? Started in a limited form

It was generally agreed that the answer to this question had been covered in the briefing by (DT) on AccuRx – a resume of AccuRx and how it was being instigated would be passed back to the virtual member

1. **PPG MEETING**
2. Notice Board groups update
3. NAPP to join or not
4. Contacting old members re Virtual Group
5. Future meetings – moving home? Alternatives?

There was insufficient time left and given to these subjects and it was agreed by all to re-include them at the next meeting

AOB