**Patient Reference Group (PRG)**

**Meeting minutes 18th July 2023**

**Attendees**: Dr Zoe Barron (ZB) and Dr Kim Tailor (KT)

Christine Fox Jennie Beaumont Ian Campion

Lynda White Jenny Readman Margaret Campion

Keith Marlow Phil Lloyd Colin Warburton

Chris Cash Adrian Lazenby Sonia Andrews

**Apologies:** Sue Thornburn, Leslie Elder, David and Margaret Wright

The group was welcomed, and sincere thanks were extended to all, on behalf of the Practice, for giving up their time to attend the meeting.

Minutes were reviewed from the previous meeting. It was confirmed that the Practice will be phasing out the prescriptions email address, and all patients encouraged to use the NHS app, or drop prescription requests in. This is for safety reasons and has been publicised on social media since the meeting.

**Staff**

An update of staffing changes in the Practice were given: Pam Adele, Lindsay Durham and Dr Lane have left the Practice; Dr Gaffing has moved on to continue her GP training in Hartlepool; we welcome new GP Registrars Dr Babalola and Dr Rasheed; we await the arrival of a new Nurse Practitioner in September – Lucinda Norris.

Our charity book stall recently raised approximately £275 for Sands. Our next charity, chosen by staff, is Nitelight – a digital 'pay-it-forward' scheme for those in need to be able to access food, toiletries etc. https://nitelightcic.co.uk/

**Training time**

It was acknowledged that we have a lot of new and inexperienced staff, and it is difficult to provide them with the required level of training during the working day. To try to remedy this, and to help the general cohesion within the Practice, we have looked into a service which allows the Practice to 'shut down' for an hour a week, just keeping one phone line open for patients to contact us on. During this hour, training and other Practice-wide sessions can be carried out that would otherwise not be able to happen. The proposed hour would be on a Tuesday 12-1pm. This needed to be taken to the PPG for their approval before going further down the application route. There were no objections from the PPG.

**Access**

The call back system appears to be working well. Some members had used the Extended Access appointments and had had positive experiences. There was also positive feedback about the Administration team.

Minor Ailments Clinic – this is a new clinic that has been trialled and received well. It currently runs on Mondays and Fridays and is a drop-in clinic where patients can come with one complaint which has been ongoing for less than two weeks. More will be advertised about this in the upcoming newsletter.

Online Access – there was positive feedback about the new website. It was questioned by JR whether there is a way to order prescriptions and review medical notes through the website, rather than downloading the app. We checked with our Practice Manager Sam, who has said that Systm1 Online can be accessed via a webpage too – the link is <https://systmonline.tpp-uk.com/2/Login?Date=20230808124651>

A useful user guide can be found at <https://systmonline.tpp-uk.com/2/help/help.html#Logging%20in>

**Sustainability**

We are becoming more aware of our carbon footprint and are taking measures to become a more sustainable Practice. This is being led by Dr Milburn and Donna (one of our Admin staff). We are looking at making a green area on site and encouraging local involvement in this. More will be circulated about this in the coming months.

**No. 17 bus**

The cessation of this service is a concern for our patients. It was discussed and there were plans for a focus group to be formed to see if any pressure could be exerted from our PPG on the decision-makers.

**Reviews**

Patients are encouraged to leave reviews of the Practice on NHS Choices.

**Any other business**

* A question was raised about our urgent care procedures. An example was given of a situation where a patient fell and came into the Surgery and apparently was not given any care. The notes were reviewed after the name of the patient was given. It appears all was not as it seemed, and the care given was absolutely in keeping with the high standards we expect of ourselves and our staff.

Another question was around a patient coming to the Surgery with symptoms of a possible stroke, and they were told to go to hospital. In this situation, time is absolutely crucial, so we ask all our reception team to direct patients to hospital if they have any symptoms suggestive of a time-critical condition such as a stroke or a heart attack. This is echoed in all public health guidance.

* LW has been to a very interesting talk by the Single Point of Access Matrons. She felt it would be useful for the other PPG members too. She has kindly given some information about this, which has been forwarded on to Melissa to try to arrange a date.

**Next meeting: 5th September 2023 5pm.**