**MINUTES OF PPG MEETING**

**HELD AT HEATH LANE MEDICAL CENTRE**

**TUESDAY 25th APRIL 2023**

In Attendance:

Zoe Thompson- Shaw (ZT)

Richard Johnson (RJ)

Greg Yates (GY)

Rob Beacham (RB)

Dave Morris (DM)

Krissy Myler.(KM)

Mike Croft (MC)

1. Apologies and Update on New Members

Apologies were received from:

Jane Bignall (JB)

Ian Gould (IG)

GY welcomed all to the meeting with especially warm welcome to Mike Croft who has joined the PPG.

GY made the point that the Group would still benefit from having more members!

2. Minutes of the Meeting held on 31st January 2023

Approved as a correct record.

3. Matters Arising from the Minutes

GY has still not heard from Huntington Parish Council on possible PPG links and asked KM if she could assist with this.

GY had tried on several occasions to contact Alison Lee, as we had not heard from Alison for some time. It is assumed that AL no longer wanted to be a member and therefore a request by GY was made to RJ & RB to remove from PPG files. GY formally thanked her for active membership prior in earlier years.

4. Updates from Heath Lane Medical Centre

4.1 Staffing - RJ briefed the meeting on recent changes in the practice. A new receptionist - Kirsty, was now in post but a vacancy still exists. The practice is looking at the possibility of an apprentice position.

A new ANP has been appointed - Kim. This now mean that with the appointment of Kim the ANP team are now back to 4 along with Fiona, Louise and Nancy.

A new dietician has been appointed and is due to join the practice towards the middle of May.

4.2 Structural Changes - RJ updated the meeting on some of the new changes to the building, which included new automated doors (for patients and staff), the completion of new flooring on the ground floor and the new treatment room.

4.3 Closure of Lloyds Pharmacy at Sainsbury. The closure of this pharmacy has resulted in many patients having to find alternatives and the pharmacy in Heath Lane has had numerous requests to switch prescriptions (especially online). This has resulted in the pharmacy being overwhelmed to the extent that some prescriptions are taking over a week to fulfil. The pharmacy has asked patients to bear with them in the short term.

4.4 Covid Boosters. The Covid booster campaign has started for the 75+ and immunocompromised groups. The practice has some 2,000 patients eligible for this latest inoculation and invites are already being sent out to these patients to attend the surgery. There are limited days and hours when these appointments are available. Patients can phone 119 for alternative sites e.g. Huntington Primary School, where weekend appointments are also available.

5. Chairman’s Update

GY stated that, as he was unable to attend the last Cheshire chairs meeting IG attended in his absence. IG circulated the minutes of this meeting. There are 32 PPG chairs that could attend these meetings but only 16 attended the last one.

The next meeting of the PPG chairs is scheduled for mid July and GY confirmed that he would be attending.

GY informed the meeting that the annual National MORI patient survey has started and we should have the results by late summer.

6. East Cheshire Primary Care Network (PCN)

Four of our PPG members attended the first PCN meeting which was held at Heath Lane on 29th March. Representatives of the other three PPG’s (Boughton Heath, Park Medical Centre and Upton Medical Centre) also attended. The meeting was also attended by Sharon king (PCN Strategic Manager) and for part of the meeting by Gail Harrower (PCN administrator).

DM gave a summary of the meeting and agreed that Sharon had gone someway to alleviate fears over the future direction of the local PPG system and that it had been a productive meeting. Minutes of the meeting have been circulated. RB will send out along with the minutes of this meeting to the virtual PPG team. The next meeting is scheduled for the 28th June.

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7. AOB

7.1 DM asked when can a GP recommend exercise, and under what circumstance, rather than medication for certain conditions (social prescribing) could be applied. ZT replied that there are already some instances where this can happen such as through the physiotherapist system. DM suggested that some organisations such as the Canal Trust could get involved.

7.2 It was pointed out that the electronic 'sign in' was still not working. This has meant patients having to check in at reception causing at times, a queue outside the door. It was also a waste of patient services’ staff time, having to keep popping out to the front desk, when there was already a shortage of staff. RJ replied that it would still be some time before this is rectified due to the operating system, and dependency on a central IT support service who set their own priorities.

7.3 The fact that online booking is still not available was raised. RJ again that due to the surgery operating two computer systems (Informatica & Emiss) which 'do not talk' to each other, it is not possible. A project is in hand to move to Emiss fully, which is already linked to Patient access. 0nce this is complete the online booking system will be available. This will also mean that the issued discussed in 7.2 regarding the electronic booking system in reception can be reintroduced. RJ could not commit to a timescale but hoped this would happen sooner than later.

7.4 GY asked when the website in general was going to be updated. Sections such as practice staff were out of date. RJ stated he would look into having a 'clean up'

8. Date of Next Meeting

Tuesday 25th July 2023 at 3.30 pm (PPG pre-meeting at 3.00)