

## Minutes of Patient Participation Group (PPG) meeting on 25 October 2021

Present: Paul Bass, June Coppin, Gwyneth Parker, Sue Claydon, Helen Lattaway, Rosemary Cox, Maureen Samuels, Kathy Cornell, Barbara Dronfield, Karen Bird, Adel Salmon, Liz Yorke

Apologies: Jacqui Drewery, Barry Blinkinsop, Helen and Andrew Donnelly

- 1) **Welcome** - Two new members of the Committee joined – Barbara Dronfield and Kathy Cornell. Both are interested in supporting patients. Helen introduced Karen Bird, Prescribing Lead and Adel Salmond, Medical Secretary and Complaints Coordinator. Along with Helen there will be a rotating representative of the Staff at each meeting.
- 2) **Minutes** of the meeting of 6 September were approved.
- 3) **Matters arising:**
  - PHP now owns the building (ownership has changed a number of times)
  - They have been asked to look into the bicycle stands, including those at the rear of the building
  - The clinic rooms need lino as they currently have rugs and therefore cannot be used for treatment
  - The issue of air conditioning was raised with them
  - Problems with the heating system were also brought up
  - The issue of 106 money raised in September is now not available
- 4) **Financial** – Current balance is £1,081.25 and Petty Cash £8.79
- 5) **Flu Clinics.** These have been well used and 459 invites have been sent out for the last one (30/10/21)
- 6) **Update on Covid 19 vaccinations**
  - A third 'primary' injection is needed by those with compromised immune systems etc. Helen handed out a copy of the letter being sent out to those for whom this is necessary. This third dose is required before the booster jab. These are being sent out by the Clinical Commissioning Group.
  - Riverside did not sign up for the phase 3.
  - Invites for the Booster jab are being handled by NHS England, not the local Surgery.
  - The residential homes in the Town have been done.

**NB from 8 November patients should be able to book to go to Doddington for their covid vaccination booster by calling 119.**
- 7) Rosemary raised the issue that her husband had received a letter about the third vaccination. However, he has not been in hospital and there was no header on it to show who had sent it. There was a long discussion about this. When no clear part of the NHS is identified in a written communication, then people will turn in the first instance to their local surgery. Helen will follow this particular case up.

### **8) Practice update.**

- Currently have 2 ½ GPs (however this does not mean that they are dealing with patients on all their working days. The Partners have other duties as well)
- With 'catch up holidays' there will be GPs on leave up to Christmas.
- The Advanced Nurse Practitioner is now called the Advanced Clinical Practitioner. It is hoped that this will raise the profile in the eyes of many people. Plan to recruit another ACP.
- The Surgery has recognised that frustration of patients in having to call back and join the queue the next morning on the telephone when all the appointments that day are gone. So, there will be a move to bookable appointments, these will also be available online. Staff are aware that there will be a transition period for this.
- One of the things that is being recommended is that when it is appropriate the triage will recommend a pharmacy via the Cambridgeshire Pharmacy Consultation Service.
- The Riverside website included comments on the times pharmacies are open (noted – the website of Boots is handled nationally and so the changes to local times are not reflected in their online pages)
- Staff are still receiving abuse from a minority of patients. The Committee again asked Helen to pass on to all Staff that we do not see this as something they should have to encounter in their jobs. They have our full support.

**9) Communication.** It was agreed that this is a crucial point for both staff and patients. We will have this as a standing agenda item.

### **10) DATE OF THE NEXT MEETING:**

**Monday, 29 November 2021 at 4:30 PM at Riverside.**

**NB No meeting in December.**