

CUMBERLAND HOUSE PPG - FULL MEETING 6.00 pm 10.11.22

MINUTES

Present. Gill Bowers, Tony Warrillow, Jim, Livesey, Monique Pinks, Robyn House, Jim Davies and Jo Heath.

Apologies. There were no apologies

Matters arising Gill stated that as a result of the guidance provided by both the practice's website provider and the NHS Information Governance Department, she was unable to display the Surgery's email as requested at this moment in time.

Repeat prescriptions had improved but were still under review, it was hoped that a forthcoming meeting with Pharmacists would further improve matters but also stressed the importance of patients passing on accurate information.

Jim Livesey thanked Tory for making copies of the paper survey available for the PPG's perusal and he confirmed that it had proved to be a useful exercise.

Jim also confirmed that the Terms of Reference had been circulated.

PPG email Jim Livesey reported that he had found examples of Surgery websites containing PPG emails, but after investigation favoured the use of forms for patients to fill out as a way of communicating with the PPG. These could be made available through the PPG section of the practice website.

Tory confirmed that Cumberland House's website already offered this function and given the necessary information she could fine tune the form and it's inclusion to meet our needs.

ACTION JL to provide Gill and Tory with a link to the website containing the form described above.

ACTION TW to investigate whether the same or a similar form could be included within the PPG area on the practice website.

PPG AREA ON WEBSITE

It was noted that Tory had altered the position of the PPG section on the website so that it was more prominent and when the patient contact forms previously discussed were up and running, it would hopefully prove to be more user friendly.

PPG NOTICEBOARD

Gill asked if more use could be made of the PPG Noticeboard and suggested the topic of Zero tolerance as a starter which was a big problem for the Surgery. After general discussion it was decided that in addition a photo of each group member should be displayed and also a supply of contact forms be attached to the Board. Jo also confirmed that she would provide a summary of the Minutes of PPG meetings. **ACTION JH**

ACTION ALL MEMBERS to provide a 'mugshot' photo to **MP** for inclusion in the practice Newsletter.

NEW STAFF AND PRESENTATION OF PRACTICE STRUCTURE

Gill and Tory gave a presentation regarding the structure of the practice showing the various roles and the resources fulfilling those roles which was very informative, members of the group looked

forward to receiving a copy of the presentation which would generate much discussion and provide content for future Newsletters etc. Tory agreed to circulate the presentation. **ACTION TW**

CONFIDENTIALITY AGREEMENT

Jim Livesey confirmed the the document had been signed by everyone with the exception of Michael Moreton. **ACTION MM**

VACCINATIONS AND FIBRICHECK

Gill confirmed that the Surgery was well on target with all vaccinations and had completed scheduled vaccination sessions.

MEDICAL RECORDS VIA NHS APP

Gill confirmed that this had now gone live.

CONTENT OF NEWSLETTER

Items proposed for inclusion on the next Newsletter -

Repeat Prescriptions

Zero Tolerance

Photos o group members

Summary of PPG meetings

All information and photos to be sent to Monique and Robyn who would be putting the Newsletter together. **ACTION JH ACTION MP AND RH**

ANY OTHER BUSINESS

Gill informed the meeting of a Respiratory Clinic which would run through the March, dates to be confirmed and hopefully included in he Newsletter. **ACTION GB**

Jim Livesey asked if Gill could arrange for a Doctor to attend future meetings as was required, even on a quarterly basis, Gill stated that she would try but due to pressure of work could not guarantee attendance by a GP. **ACTION GB**

Gill stated that more accommodation was in the process of being made for two extra clinical rooms

Jim Davies offered his services to the surgery in his capacity as a Consultant.