

## CUMBERLAND HOUSE PATIENT PARTICIPATION GROUP

### Minutes of Meeting

<b>Date:</b>	22 <sup>nd</sup> November 2023	<b>Start Time:</b>	17:00
<b>Location:</b>	Cumberland House meeting room	<b>End time:</b>	18:30
<b>Purpose:</b>	To progress the views of patients regarding the services delivered by the practice and to enable the practice to obtain feedback from it's registered patients about those services.		
<b>Present:</b>	Practice Management	Gill Bowers (GB)	Practice Manager
		Tory Warrilow (TW)	Assistant Practice Manager
	PPG Members	Jim Livesey (JL)	Chair
		Jim Davies (JD)	PPG Member
		Lorraine Dale (LD)	PPG Member
		Beverley Wagstaff (BW)	PPG Member
	In attendance	Lee Shenton	PCN Manager

#### AGENDA

##### 1. Welcome, introductions and apologies.

Apologies were received from Monique Pinks (PPG member).

Lee Shenton, PCN Manager, was introduced to members of the PPG.

##### 2. Minutes and actions from the previous meeting held on 10<sup>th</sup> August 2023.

- a. The minutes were approved.
- b. Action update: JL suggested that the 2<sup>nd</sup> Wednesdays of February, May, August and November are earmarked for PPG meetings in 2024

##### 3. Election of new Chair.

As indicated at the last PPG meeting, Jim Livesey (JL) confirmed that he would be stepping down as Chair and leaving the PPG following this meeting. Mr Livesey was thanked for his service to the PPG and wished well for the future. It was agreed that Lorraine Dale (LD) will take on the role forthwith.

##### 4. Updates from Practice Management

###### Vaccination rollout:

- a. Flu Over 65's: 94% of target cohort have received the vaccination.
- b. Flu Under 65's at Risk: 71% of target cohort have received the vaccination.
- c. Covid: 88% of target cohort have received the vaccination.

Flu vaccinations will continue to be administered at patient request. However, the supply of Covid vaccinations held by the practice is running low and will not be replaced as they are readily available in other settings in the community.

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*Updates from Practice Management continued from page 1 of 2*

#### GP Recruitment

Dr Naz joined the practice in September as a salaried GP. Another salaried GP will be joining during January.

#### Winter pressures:

- a. Additional appointments are being made available at Cumberland House to allow for winter pressures. From week commencing 25th November there will be an additional 15 appointments per week, with a further 25 appointments per week from 4<sup>th</sup> December.

The ICB are setting up a Winter Pressures Hub in Stafford. This will be staffed by one GP assisted by Physician's Associates. It will be operational Monday to Friday during normal daytime working hours.

#### Atrial Fibrillation Screening:

This is a new screening service that the Practice will soon be introducing for patients aged over 65 years. Eligible patients will be contacted by the practice in due course.

#### Patient Survey:

Around 600 completed patient surveys have been received. The majority of surveys were handed out during the vaccination rollout. The results are very positive and indicate that the Practice is achieving what it has set out to achieve.

#### Practice Newsletter:

GB asked the PPG to consider producing another Newsletter as the latest one is dated April 2023

#### CQC Report:

JD queried why the CQC report on the practice website is dated 2019. GB explained that this is the last time that the practice had an inspection visit. However, the CQC monitors all practices on an ongoing basis and is satisfied with Cumberland House.

### **5. Patients' feedback, suggestions and comments**

None had been received during the period since the previous meeting.

### **6. Updates from the Primary Care Network**

Lee Shenton, PCN Manager, gave the PPG members an overview of his role. He manages approximately 20 admin and clinical staff and acts as the interface between the PCN and GP practices. He ensures that PCN staff receive mandatory training and have the support they need in order to carry out their roles supporting GP practices. He will also be involved in Digital Transformation for practices, introducing new technology.

### **7. AOB**

JL reiterated his disappointment that a GP had not attended the meeting.

**Date of next meeting: 14<sup>th</sup> February 2023 at 5pm**