

# **Minutes of PPG Committee Meeting**

**Held on Monday 23<sup>rd</sup> May 2022 at All Saints Church**

## **1. Welcome, Introductions and Apologies**

**Present:** Nick Dent (Chair), Peter Maskery (Vice Chair), Tania Hinde, Lisa Howells, Francis Burgess, Richard McCleod (Business Partner) , Yvette Brindle (Clinical GP Partner), Christine Meagher, Jennifer Mudd (Operations Manager)

**Apologies:** Anne Rigby, Tansy Stewart, Gilly Davis (Operations Manager), Ian Lambert.

The Chair paid tribute to Carole Brande, who died earlier in the year. In her short time on the Committee, she had made a very positive input and her enthusiasm and ideas will be sadly missed.

## **2. Update on staff and organizational changes at the surgery since the last meeting.**

Richard explained that there had been a major overhaul of the non-clinical staff structure. This had included significant recruitment and retraining of staff. The objective of this undertaking was to ensure all staff were multi skilled across all the main task functions, so providing in house cover for sickness and high demand periods (ie answering morning requests for appointments). At the same time reducing the dependence on particular individuals who previously were the 'expert in a particular function'. When complete, this will result in the recruitment of 5 new members of staff in addition to 2 new Practice Managers.

The changes were felt to be necessary to meet the demands placed on the Practice by changing budgets and patient requirements. Dr Brindle was of the opinion that these changes to the admin team were already creating a better working environment. It was acknowledged that these changes will take a while to bed down and for all staff to be fully trained and confident across all tasks.

Richard also informed the meeting that a second Clinical Pharmacist, Rachel Woods had been appointed to the Practice.

The Practice is also making some changes to the appointment booking system with some pre bookable appointments being made available on the NHS and

Patient Access Apps. They are also trialing with certain GP's having a number of face to face bookable appointments on the day. These changes will be monitored over the coming weeks. From August 2022, these will be a requirement on the Practice to post more personal medical documents on individuals patient's Apps.

During this update there were various points and questions raised. It had been noticed that there had been a high turnover of some of the more experienced members of staff. This was attributed to a variety of reasons, the pandemic, change in circumstances and individuals own personal circumstances. Despite these changes a number of the committee felt there had been a significant improvement in the performance and attitude of the staff and that things were getting back to what had been the 'pre pandemic normal' for Park Medical.

It was acknowledged that this will be an area that the Committee will return to at future meetings.

### **3. Developments at the Surgery since the last Patient's Survey.**

The main criticisms arising from the last survey centered around appointments and contacting the surgery. Much of the information already referred to under item 2 had already covered much of this agenda item. The Vaccination Program and a greater understanding of Covid has enabled the Practice to slowly open up the Surgery. The investment in people and procedures has improved contact with the surgery. The new Practice manager positions has enabled, Practice and Patient Services to be separated from Quality, Data, Compliance and IT. There has been an increase in the number of face to face appointments. Telephone appointments have been welcomed by many patients.

The conclusion from this and the previous item was that it was appropriate to draw a line under the last survey and issue a Newsletter highlighting the important points including the changes to the Practice.

Richard agreed to provide details of the changes so that the Chair and Vice Chair can then draft a Newsletter. It is hoped to have this ready for publication asap after the Bank Holiday Weekend.

#### **4. Recruitment of New members to the PPG Committee.**

It was agreed that this was an important item as the current Committee relied on a core group of patients who had in the main been involved for many years. New members with new ideas were seen as essential for the PPG to move forward.

Jennifer agreed to send out a text message to invite patients to find out more about the PPG with the aim of persuading a number to join. Prospective new members could be invited to a separate meeting to find out more about the PPG prior to making a commitment.

Jennifer also agreed to have posters put up in the surgery and establish a message collection service which will enable replies to be handled without revealing individual members personal contact details. This will again be useful for handling responses to the Text Message.

The campaign to recruit new committee members will also be featured in the next Newsletter.

**5. Dates of next meeting for 2022** During the course of this item the Chair and Vice Chair reaffirmed their intentions to step down from their respective roles at the next meeting. They initially took on their position for 2 years and have now served for over 5 years. They both wish to remain on the Committee and pledged their support if required, to assist the new Chair and Vice Chair.

The following dates were agreed for the next 2 meetings both at 2.00-3.30pm, venue to be confirmed.

12<sup>th</sup> Sept 2022

28<sup>th</sup> Nov 2022

It was also agreed that the Chair, Vice Chair and Jennifer would look to arrange an evening meeting before the September meeting in order to give those current members who find it difficult to attend during the day to have an opportunity to put their input into any future planning.

**Nick Dent**

31/5/22