

Minutes of Patient Group Teams Meeting

Via MS Teams

Wednesday 17th January 2024

Present:	VS (Chair)	GW
	DR	Deano
	WM	KD
	ML	JW
Apologies:	GW	
Minutes:	AF	

1.	<p>Welcome - VS</p> <p>VS welcomed the group. Items discussed from previous Minutes:</p> <p><u>Carers Leaflet</u> : Sophie Thorne, PCN has done an excellent job, with input from Group members and Abi Woodley (WMMC) and is now completed and ready for printing. Printing is funded to a limit of £1,000, an on-line version will be available also on the website and Facebook. Copies will be available at the front reception desk and dispensary.</p> <p><u>Notice Board</u> : Deano confirmed this is in hand. GW offered help. Deano will email ideas and discuss with Jane. PPG member badges have been ordered to wear when helping in the surgeries</p> <p>The Minutes were approved.</p>
2.	<p>Staff Changes - JW</p> <p><u>Leavers</u> : Tracey, HCA; Jess, Admin; Bev, Admin (coding) working notice; Chloe, Practice Nurse, leaving in March.</p> <p><u>New</u> : Naomi, prescribing Nurse Practitioner; Billy, Reception/Admin Apprentice.</p> <p><u>Update on Current Staff Roles:</u></p> <ul style="list-style-type: none">- Luzia, started Practice Nurse training; Jasmine's Nurse Associate training ongoing; Will (reception) and Jodie (dispensary) now trained as Phlebotomists/HCAs – Luzia is managing their training programme.- Megan, ending her successful Apprenticeship soon.- Leigh, seconded to Federation IT team as Automation Analyst - to promote technology and AI which could benefit GP surgeries.- Admin : All coding to be outsourced to PCN.
3.	<p>Patient Group Feedback – VS</p> <p>There are thoughts of forming a PCN PPG, when all PPGs work together. VS will feed back following the meeting in March.</p>
4.	<p>PCN Update – ML</p> <p>A physio is now employed by PCN to work at the surgery as first contact, a Phlebotomist for housebound patients, admin staff working with the PCN collaboratively.</p> <p>PCN Executive meetings held monthly.</p> <p>Surgeries in PCN : WMMC, the two Woodbridge surgeries, Alderton/Aldeburgh.</p>

5.	Compliments / Complaints: Three complaints, one not upheld, two not significant. 65 compliments. Edited highlights have been put on a poster and onto Facebook and the website.
6.	Any Other Business: Face-to-Face Informal Meetings: VS asked if this would be possible next time. Telephone : A new telephone system is shortly to be installed, cloud-based, as stipulated by NHS. Installation should be completed by 31 st March. The system will integrate with System One, improving IT. Dr Nye : DR enquired how Dr Nye has settled in – all feedback from him and the patients is positive.
7.	Date of Next Meeting : To be arranged. Close of meeting