

# Minutes of Patient Group Teams Meeting

## 23<sup>rd</sup> August 2023

<b>Present:</b>	VS (Chair)	DR
	KD	DA
	WM	
	ML	JW
<b>Apologies:</b>	GW	TB
<b>Minutes:</b>	AF	

1.	VS, Chair, welcomed the group. The previous minutes were discussed and approved.
2.	<p><b>Covid / Flu Update - ML:</b> The flu campaign will commence 30<sup>th</sup> September, a clinic has also been arranged for 14<sup>th</sup> October, with more to be scheduled. It is hoped that covid and flu vaccinations can be administered at the same time. Patients will be invited criteria, also notices will be placed on Facebook and on the website. ML asked the group for their invaluable support as in previous years to enable the smooth running of the clinics. The group offered their help again.</p>
3.	<p><b>Practice Issues - ML</b> <u>Partnership Change:</u> Dr Jordan Nye will be replacing Dr Will Elson, who will be leaving the practice on 31<sup>st</sup> October. Dr Nye, who previously worked as a GP Partner for the Cardinal Group, Ipswich, will start at WMMC as a full partner on 6<sup>th</sup> November. <u>Patient Survey Results:</u> The Group noted the excellent findings of the National GP Patient Survey showing Wickham Market with Bildeston Practice as providing the best patient satisfaction 94% out of the 64 Suffolk practices</p>
4.	<p><b>Staff Changes - JW</b> We are currently advertising for two apprentices – dispensary and HCA. Suzanna Pickering is leaving the practice and her position as receptionist is also being advertised.</p>
5.	<p><b>Patient Group Feedback from Informal Meeting - VS</b> The group did not hold an informal meeting. VS advised that funding for the Carers Leaflet has been applied for. Everything is in place once this has been granted. The group to put forward suggestions what to discuss at next informal meeting.</p>
6.	<p><b>PCN Update</b> <u>New Appointments:</u> The PCN has appointed its own Physio and shortly appointments will be available to patients. A phlebotomist for housebound patients has been appointed to share between the PCN and will start shortly.</p>
7.	<p><b>Complements/Complaints</b> 1 complaint – training issue 15 compliments.</p>

8.	<b>Any Other Business:</b> <ul style="list-style-type: none"><li>- JW/ML advised the group that Dr Graham Jones, previous senior partner at the practice has sadly passed away. ML suggested that a tree be planted at the front of the building with a plaque memorial, all agreed that this would be a good idea.</li><li>- On-line bookings are to commence again, a service which ceased during covid. Not all appointments will be available on line – patients often book incorrect appointments and the process needs careful consideration as to how to ensure patients book the correct clinician/appointment.</li><li>-</li></ul>
9.	<b>Date of Next Meeting :</b> To be arranged. Close of meeting