**Minutes of the Downing Drive Surgery PPG**

**Committee meeting held on Monday, 30th January at 6.00pm.**

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| **No.** | **AGENDA ITEM** | **ACTION POINT** |
| *1* | ***PRESENT:****– Kam Mistry (KM -Chair), Jeanette Robertson (JR – Vice Chair), Chris Mitchell (CM), Caroline Graham (CG – Practice Manager), Dr Ahmad (DA)* |  |
| *2* | ***Apologies:*** *Kanti Solanki (KS – Secretary), Janet Hall (JH) – apologies noted* |  |
|  | ***Minute Taker*** *- KM asked the committee for a volunteer to write the minutes as Kanti has sent in his apologies, he has also requested if one of the other committee members would consider the Secretary role as he is unable to manage at present with is ill health.*  *Due to limited numbers on the committee, CM offered to do the minutes for the meeting.* |  |
| *3* | ***Conflict of Interest –*** *None declared* |  |
| *4* | ***Approve and Sign of minutes from last minute – 22nd November 2022***  *Minutes of last meeting approved except for Item 7, para 6,withdrawn due to inaccuracy.*  *The committee unanimously agreed the approval of the amended minutes.* |  |
| *5* | ***Matters arising from the last minutes.***  *Repeat Medication and Review Process – CG explained how the process should work. The process does allow patients to order a repeat on one occasion after which the repeat medication has to be reviewed by the Doctor or Pharmacist.*  *Phone call triage – why patient not receiving callback at scheduled time? - DA advised the committee on how the process works and triage of all calls means the low priority ones like prescription review get call later than the more serious issues.* |  |
| *6* | ***Newsletter***  *AD mentioned that there were still a large quantity within the Surgery that have not been distributed. KM mentioned the distributions avenue which were agreed to be used as patients home addresses could not be provided due to GDPR. The large quantity were printed due to the cost.*  *CM advised he has now placed in five local outlets. KM and JR will be taking a few packs to distribute to a few family and friends which are registered patients only.*  *It was agreed the newsletter to be produced twice a year would be sufficient. A Summer edition and a Winter Edition. Committee need to start thinking about contents for next one.* |  |
| *7* | ***Doctors / Surgery / PCN.***   * ***Did Not Arrive (DNA)*** *– DA advised the appointments for the doctors have significantly reduced, However the Nursing appointments are still very high as patients are not attending Blood Test, Health Checks, Physio, Smear Test etc.*   *The Surgery continue to chase persistent non-attenders to improve the DNA figures.*   * ***Face2Face Appointments*** *– DA advised the telephone triaging was working well and he was offering his patients the choice of coming in for a face2face, but unsure how the other doctors handling their appointments.* * ***Data Protection (Family & Friends – opening and scanning of documents)*** *– CG advised following the concern, there has been a refresher training for all the staff on how to handle relatives and friends medical paperwork. It is the admin staff who open all the mail that comes into the Surgery. This allow them to check if there is any urgent prescription needs. The letters are then “coded” for scanning or passing onto the Doctors for immediate action.* * ***NHS App v SystmOne*** *– Discussion took place around why NHS App not informing patients when the doctors will call to triage their health issues when booking on day appointments. DA advised this was a NHS App issue and not a SystmOne, there was no way to change the NHS App and suggested patients use SystmOne. KM advised this was not helpful when PPG Newsletter promoting the NHS App.* * ***NHS Patient Survey Results*** *– KM informed the committee that some household have been sent NHS Survey asking about services at their GP and Dentist. Would the results be available at the next meeting. CG and DA advised they were not aware of the survey and would see if available.* * ***Surgery Update*** *– CG advised the Admin staff have all been recruited, Mary was the latest Nurse to be recruited, her specialism is respiratory. HCA is Rana who assists with basic health checks and Vanessa deals with minor illness.* | ***CG to check of NHS Survey results available*** |
| *8* | ***Coffee Morning - relaunch***  *KM – updated the committee that Sylvia has offered assistance but is unable to run the coffee mornings on her own. She is currently fragile as dealing with the recent bereavement of her husband. She will be staying in touch when ready to help.*  *KM - advised in order to relaunch the coffee morning, committee will need to advertised with a poster plus a list of volunteers. KM offered to draft up a poster.*  *KM also advised that the PCN were also querying the use of Church of God with a view of promoting health. CG advised that this would be Bally from the PCN who is responsible for Social Prescribing.* | ***KM coffee morning poster.*** |
| *9* | ***Finances***  *Figures remain unchanged. - £1773.91 – in the Bank and £60.22 cash with JR.*  *JR – advised she has managed to get all the Banking paperwork from Geoff O’Donovan the last treasurer temporarily prior COVID. She is currently progressing the paperwork with Bank to have the signatory changed as there is new paperwork to be filled in.*   * ***Newsletter Bill Payment*** *– JR advised Pat Goddard (previous treasurer) the signatory on the account was requesting approved minutes before she would sign the cheque for £130 as per the guidelines. The committee approved the last minutes with the agreed expenditure for newsletter. The minutes were signed by the Chair, JR to forward to Pat Goddard and have the cheque issued.* * ***Treasurer Role*** *– The committee was asked for a volunteer to take over this responsibility. Due to limited numbers JR (Vice Chair) offered to cover on an interim bases.* |  |
| *10* | ***Next Meeting***  *Monday 20th March 2023 at 6.00 pm* |  |
| *11* | ***AOB (to be agreed in advance with Chair)***  *CCTV – CM requested this item be moved to next meeting as meeting had overrun.* |  |