

## **Ibstock & Barlestone Surgeries PPG Meeting Minutes**

**3<sup>rd</sup> May 2023**

### **Attendees:**

Diane Sheasby (DS) Clinical & Premises Manager  
Emma Burbank (EB) PST & IT Manager  
Sophie Whitby (SW) Staff  
Eddie Turner (ET) Staff

### **PPG Members:**

NR, LT, CW, JM, RE, KM, JS, JH

## **Discussion**

### **Minutes of last meeting:**

- We discussed the centrifuge purchased with PPG monies is now up and running, and working very well.
- The minibus sponsorship letters were sent out in March, and DS notified the group that unfortunately we are yet to receive any replies. NR suggested that we write to larger companies with a larger budget, and Next's charity department, or possibly start a GOFUNDME page like other local businesses are doing.
- The group suggested also setting up a meeting with Barlestone's Parish Council.

### **New Staff:**

- The surgeries have now taken on 2 new Patient Service Team Members, one for Ibstock Surgery and one for Barlestone Surgery.
- Our Barlestone PST (Receptionist at Barlestone) is now training to be a dispenser at Barlestone Surgery.
- We have a new salaried GP, who is working Thursdays and Fridays. Her name is Dr Evans.

### **New Telephone System:**

- We are in the process of moving over to a new telephone system that is cloud based, this has features such as call queues, call back systems that will call you back when you are 1<sup>st</sup> in

the queue so you do not have to wait in the queue, new options for different departments so everyone isn't waiting in the same queue for all queries / appointments, SystemOne (our clinical system) Integration, meaning when a patient calls in, their record pops up for the Patient Service Team, and many more useful things for the surgery, as well as the patients. We are waiting for a site survey by the phone company to proceed.

- The group mentioned that they have a lot of feedback regarding patients wanting Barlestone surgery to take their own calls to book Barlestone patients in, EB explained that the Barlestone receptionist has a lot to do as well as seeing face to face patients and it works out better to have all calls come through to Ibstock surgery. EB also explained that with the new telephone system the patients record popping up as they call in means that the PST member answering the call will already see that they are a Barlestone patient before they answer the phone.

### **Building**

- Our new reception is now open, however it is not quite finished.
- We also have a new call board and a new check in screen coming soon for self-check in like we had previously
- Our front doors are still not in use due to the front of the surgery needing to be finished, there was a delay on this due to poor weather conditions
- PPG members asked about a completion date for this, DS advised it will be a few months, and we are behind due to the weather but hopeful to push on now as the weather is picking up

### **AOB**

- Our Business and Finance Manager Sue Barker has now retired (however she will still be working 2 days a week at the practice). The manager replacing Sue is Marisa Cartledge.
- Tablet blister packs are being recycled at Barlestone surgery to raise money for the Air Ambulance.
- Glasses recycling is available in Ibstock surgery, these glasses are sent to people in need in other countries
- We have now relaxed the wearing of face masks, it is the clinicians preferences when it comes to face to face appointments and mask wearing, however we do ask that any patients experiencing respiratory issues kindly wear a mask
- We are also considering the self-help groups starting up again, this will include a GP to speak to the group about Diabetes and other health and wellbeing guidance

**Please note the next PPG meeting will be held at Ibstock Surgery  
06/09/2023 at 6pm.**