

PPG Meeting Wednesday 16th October 2024

Discussion

Attendees: Diane Sheasby (DS), Dr Alizadeh (PA), Leone Knapp (LK), Eddie Turner (ET), Dr Houghton (FH), Nigel Rolnis (NR), Jeanette Pendery (JP), Andrew Langwith (AH), Joe Guttridge (JG), Joyce Moore (JM), Kevin Morrell (KM), Jenny Simmons (JS),

- **Minutes of previous meeting**

- Chair based exercises; from the last meeting DS was going to contact active together regarding chair-based exercises. DS has done this however has not had a response. DS will chase this again however we are aware that there are some classes for chair-based exercises at the Palace held Mondays and Wednesdays.

- **Focus topic mini bus**

- We received a £100 donation to help towards petrol for the minibus. We have secured a sponsor for our minibus. The sponsor will cover the cost of servicing, MOT, and repairs.
- Shaun who currently runs the minibus is off for the next 6-12 months, we have advertised for temporary cover and to cover maintenance. We have now appointed someone for the position.

- **Flu clinic**

- The flu clinic held on Saturday 5th October was discussed. DS explained the problems the practice had and how the practice had learned from the problems, DS insured that this would not happen again. We have since held other clinics on Thursday 10th October 2024, the clinic ran between 17:00 – 18:30 to which both flu and covid vaccinations were given. This system worked excellently.
- We are aware the car park was a problem on Saturday 5th October flu clinic however, this was out of the practices control.
- PPG members mentioned that even with the number of patients who attend the surgery for the Saturday flu clinic, all staff dealt with the situation very well and most patients were very understanding.
- A PPG member raised a concern as to why there was a lack of communication regarding the Covid Vaccinations being distributed to all practices within such a short notice period. A suggestion to ask the PCN if they can centralise the Covid Vaccinations again. Dr Houghton advised that she would speak to the PCN and reassured that other surgeries had the same problem with the vaccinations and that it does seem a better idea for the vaccinations to be centralised as they were before.

- **iPad**

- iPads have now been purchased for Barlestone and Ibstock, these are now to be used for staff to sit with the patients and help them with using eConsult.
- We had a donation of £500, this was donated by one of the doctors who used to work here.

- **AOB**

- PA advised all members that if anyone within the PPG group speak to any patients who has positive feedback, it is important to encourage a google review. This will really help the practice.
- We have recruited a new Health Care Assistant who will be starting beginning of November. We have a new Dispenser joining the team at Barlestone surgery and in January 2025 we will have a new Practice Nurse joining the nursing team. We will also have two new members joining the Patient Services Team before the end of the year.
- The practice has given an opportunity to administrative staff to upskill and train to do Phlebotomy. 4 members of staff have taken this opportunity and are soon to be signed off and begin individual clinics. This will help with the back log of phlebotomy appointments.
- Dr Jennison who was one of our Registrars finished his GP training in September 2024. We have now recruited him as a salaried GP to help with capacity. Dr Jennison will work 3 days a week.
- The average waiting time for an appointment via eConsult is approximately 2 weeks. This is depending on the urgency of the appointment and the appropriate clinician for the patient. We have the flexibility to deal with urgent appointments, they will be booked within 0-3 days.
- Emma, Diane, Dr Alizadeh and Leone attended the Best Practice Birmingham conference to which guidance and new ideas were taken on board. One being, to look at the phone system and consider making slight amendments i.e., when priority patients contact the surgery, they will be brought to

the front of the que and will be alerted on the phone system that they are a priority patient.

- Fundraising: DS will contact LT in regard to the Christmas Raffle.
- Eddie and Dr Houghton have been planting flowers at Barlestone Surgery. We have now got extra barrels for flower. The practice will speak to the Barlestone members to see if they are happy to maintain this.
- Regarding the PPG becoming a charity, after looking into this it was highlighted that there was quite a lot of hoops to jump through for us as a practice. We feel we will hold off for now and continue with the sponsorships we currently have.

Next meeting: Wednesday 22nd January 2025