**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**HELD ON THURSDAY 25th APRIL 2024**

**COMMENCING AT 2pm**

Attendees: Edwin Oxley

Ken McCrea

David Hartley

Vanessa Stockley

Peter McCrindle

Ashvin Patel

Shirley England

Michelle Whittle

Richard Norton

Dr Catherine Hart (Practice)

Alex Hilton - Chair

Jayne Gelder (Practice) – Minutes (JG)

Introduction

JG opened the meeting and welcomed everyone. We then went round the room and everyone introduced themselves. The group agreed that Alex will be Chair for the next few meetings. JG agreed to take the Minutes.

Discussion

The group agreed that the Minutes from December’s meeting are accurate with everyone happy with the answers given by the Practice Manager to the questions raised.

It was suggested that the meeting time could be changed to 1pm to allow parents with children at school to attend. JG will look at the possibility of this when arranging the next meeting.

The question was asked if there are any plans for a hub. Dr Hart advised that there are no such plans.

It was raised by the group as to whether or not the practice is a training practice. Dr Hart said it’s not currently but it is being discussed. Dr Hart added that the impact of becoming a training practice would need to be looked at as it must not impact on clinical care.

Alex raised the subject of Physicians Associates and said they have a degree and study additional medical care. Dr Hart advised that there are currently no plans to use Physicians Associates at the practice but that it is something that will probably happen in the future.

Dr Hart explained to the group that we have within the network medical professionals who supplement and support our clinicians but who are not clinicians themselves such as physiotherapists, mental health practitioners, home visiting paramedics, etc.

Total Triage

JG explained to the group the benefits of total triage to both the patients and the surgery staff, namely that when a patient completes the medical form online or on the NHS app, this is then triaged by the GP which results in the patient getting an appointment with the correct clinician in the appropriate timeframe. This saves the patient from having to telephone the surgery which in turn reduces the call queue into the surgery.

Dr Hart explained to the group how total triage allows each clinician’s time to be used optimally. Dr Hart also confirmed that if a patient specifically asks for a face to face appointment, one will be given.

The triage form was discussed fully with Dr Hart answering any questions arising from this. The group did identify that the triage form can be difficult to find on the surgery website.

Family and Friends

This was briefly discussed and previous months’ data was provided to the group.

GP Contract

Dr Hart discussed the GP contract with the group with a copy provided to any member wanting one.

GP Specialisms

Dr Hart advised the group of the GP specialisms within the surgery, namely:

Dr Harris – minor ops

Dr Brown and Dr Craghill – joint injections

Dr Challa – contraceptive coil / implant

Next Meeting

To be arranged.

End of meeting.