

## **PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES**

**Thursday 16<sup>th</sup> May 2024**

### **Location**

Mundesley Scout Hut

### **Present**

**Penny Rose, Wendy Mower, Elaine Parsons, Hilary McFarlane, Tricia Hardy, Gill Palmer, Aileen McFayden**

### **Staff**

Linda Marquis: Managing Partner

Carly Meiszner: Care Coordinator - Patient Services

Sharon Game: Trainee Dispenser

### Welcome & Introductions

#### Matters Arising:

At the last meeting we discussed the negative attention via social media that we had received regarding Physician Associate's. The CQC commenced an investigation which has recently been closed.

Linda also mentioned the current struggle to book appointments. We have received a couple of complaints from patients who have been asked to wait for a routine appointment. We are currently adding patients to waiting lists and contacting them as soon as an appointment becomes available. With staffing changes, we are not booking too far in advance to prevent clinic cancellations. We feel that this is the most effective way to manage these queries and the patient group agreed.

#### Staff Update:

Linda explained to the group that there are a lot of staff changes that are taking place.

#### **Clinical Team**

- A Nurse Practitioner will be joining the team in June, working 2 days a week.
- Salaried GP Dr Bowman has started her phased induction of 3 months and will be working 2 days per week.
- Salaried GP Dr Oludeye will be starting in June working 3 days per week.

- Our Health Care Assistant Daisy has left.
- Alex who previously worked in reception (who is an ex-nurse) is currently working as a Health Care Assistant but will soon undertake training to become a Health and Wellbeing Coach.
- We are advertising for an apprentice Health Care Assistant.
- Christopher Barker, Physician Associate has left Mundesley Medical Centre.
- Dr Maggio will now be running his usual clinics now he no longer needs to supervise any Physician Associates.

### **Reception Team**

- Receptionist Ellie is going to enrol on a GP Assistant course which commences on the 1<sup>st</sup> June. This will see her undertake clinical duties alongside her current administration role.
- We are hoping to recruit an Apprentice Receptionist/General Assistant in the future.

### **Dispensary**

- Apprentice Emily has accepted a permanent role.
- Jack will be leaving in June to start a new career outside of the NHS. We are currently advertising to recruit an Apprentice Dispenser.

### **Housekeeping**

- Laura (Housekeeping Team Leader) has left to continue her previous career in childcare. We have promoted an existing cleaner Chelsey to Team Leader
- A new cleaner will be starting next week but we are still looking to recruit another.

### Sharon Game Trainee Dispenser:

Sharon Game started working at Mundesley Medical Centre eight and a half years ago as a receptionist. With a varied set of skills, Sharon was asked to help in the Dispensary who were struggling with staffing. Sharon started the role covering the front desk, labelling bags and receiving orders while still assisting the reception team. In January Sharon was asked if she would like to join the Dispensary Team full time and gain a qualification allowing her to dispense medication. Sharon keenly agreed to this and commenced her training in January. Sharon has bridged the two closing working teams allowing her to share her extensive knowledge widely.

### Chairs outside reception for patients with mobility issues:

A patient has made a complaint about the layout of our reception as it is difficult for patients with mobility issues to queue in this area. In the past we have had chairs in these areas but this often-compromised patient confidentiality. The group agreed and felt that there were better ways to get around this. The Dispensary and Management team are looking into using the pagers or the waiting room call board to create a more accessible queuing system.

### Notice board in entrance hall:

We have a notice board at the front entrance of the building and wonder if patients look at this. We currently display a few posters about patient behaviour and confidentiality but could post more new items and campaigns posters if patients would find this beneficial. The group felt that they did not look at these notice boards and there was no need to frequently update these.

### Website update:

Our website is going to be changing to reflect the current NHS website design. This is going to be easier for patients to access a wider range of information about the surgery and gain clinical advice. We have more control over the content of the website and would like patients to make suggestions on information they would like to be able to access. The member of the group felt that it was important to have our contact details clearly displayed.

### Volunteers

Mundesley Medical Centre welcome all volunteers to help with various clinics and more recently gardening. Every other Wednesday afternoon a group of volunteers have been gardening outside the surgery. They are currently clearing the flower beds and are hoping to make this space visually pleasing. The group felt that the website and notice board could be used to promote their work and encourage other patients to join.

If you wish to join the gardening group or volunteer in any other way: email Carly on [carly.meiszner@nhs.net](mailto:carly.meiszner@nhs.net)

### AOB

A member of the group asked if the repayment of additional funding above our allocation for extra staff (funded via the PCN additional roles reimbursement scheme) had been agreed as yet. Linda confirmed that as yet the final figure had not been shared. The practice and patients have benefitted over the last 4 years by having 1 or 2 extra PAs funded via this route.

### Date of Next Meeting

To be arranged for September 2024