

**MEETING OF THE PATIENT PARTICIPATION GROUP,
CREECH ST MICHAEL MEDICAL CENTRE
10:30AM, TUESDAY, 26 July 2022**

Present: Kelly Durdan (Chair), Dominique Pearson-Smith, Practice Manager, Members – John Creighton, David Durdan, Lorna Clark, Lynn Gates

1. Apologies: Karen Owen, Frank Callanan

2. As this was to be Dominique's last meeting before her departure, The Chair express the thanks of the PPG past and present for the help and support given by Dominique and for being a major player in the setting up of the PPG. These comments were reiterated by former chairs, Tony Murray and David Durdan.

3. Minutes of the Last Meeting: Agreed as a true record.

4. Matters Arising:

- An inspection is anticipated within the next 12mths by the CQC and the Chair will arrange to meet with the new Practice Manager to discuss preparation for an inspection and to consider a Patient Survey.

ACTION: Chair to arrange with PM

5. Practice Update

- No complaints since last PPG meeting
- Flu Clinics. The dates for initial clinics have been set but now need to include 50-64 year olds. Deliveries expected in early Sept and Oct for the Over 65 and at risk but delivery dates for 50-64 year olds delivery dates yet to be confirmed. Flu vaccinations will take place at CSM Medical Centre on 17 and 24 September and 1 October 2022 between 9-12o'clock.
ACTION: All PPG members to advise Chair if/when they are available to assist
- Covid autumn booster vacs will be delivered for 50+ and at risk groups by TVHC and other covid vac providers
- Extended Access (for patients) from October will be 5hrs a week (currently CSM provides 1.5 hrs per fortnight, with TVHC providing the remainder to equate to 2 hours per week). Sadly CSM does not have the resources to deliver increased hours which have to be delivered across the PCN. The practice is looking into ways in which this can be achieved.

- My Planned Care NHS website (<https://www.myplannedcare.nhs.uk>) is now available and provides useful advice and support for those awaiting hospital consultations, treatment, or surgery.

ACTION: Chair to publicise on PPG Facebook page

- Allocated money from SHS for the well being of staff. This has been used to purchase a fridge /freezer, small water cooler and a fan for Reception. Consideration is also being given to the purchase of some outdoor furniture, a team meal or team building event.
- Staffing levels have been affected over the last few months by general sickness and covid.
- Recruitment of GPs. Practice is still looking to fill 8 sessions. However, the current two locums have stated that they both wish to continue into next year. This will be confirmed with them next month if no further recruits identified. Lynn Gates asked if a full list of staff, their hours and their roles within the practice could be provided to PPG members. This was agreed.

ACTION: Practice Manager to circulate requested list of staff

- Practice Manager. The appointment of Dominique's deputy, Nadini McCulloch to Practice Manager was welcomed as she would bring consistency, and her experience of the practice, to the post.
- There may be a need to recruit a HCA, if plans to move to admin role go ahead.
- Statistics. There has been a slight rise in the number of patients.

ACTION: Practice Manager to circulate Stats.

6. Treasurer's Report

Frank Callanan has agreed to take on the Treasurer's role but in his absence, there was no report. However, the Chair reported that the funds currently stood at £117.99 and that consideration would be given to the purchase of additional PPG T-Shirts for new members.

ACTION: Chair to investigate purchase of T-Shirts

7. Any Other Business

- Lynn Gates fed back some comments from elderly patients regarding Reception staff responses to telephone requests for appointments. Whilst it is appreciated that staff are under pressure and have been for some considerable months, she felt it might be an appropriate time to give staff a gentle reminder as to how to deal (politely, but firmly) with calls from elderly patients, who are of a generation who rarely call the surgery unless they really feel it necessary and are unlikely to press for an early appointment.

ACTION: PM to have a 'gentle' word with Reception staff

- Carers. The practice only has a record of carers who have registered with the surgery. The support group has ceased due to lack of funding and covid restrictions. However,

there is still a 'Carer's Champion' and it was agreed that it would be useful for the PPG to be briefed on what is available.

PM to arrange for Carer's Champion to attend a PPG meeting

- Lynn Gates asked if the annual home visits to those over 80 were still in place. PM informed the PPG that the post no longer existed although since May this year, those patients with long term health conditions will be contacted by the surgery in their birthday month to be seen for review/assessment.

The meeting ended at 11.40am.

Date of next meeting: Tuesday, 27th September 2022 at 10.30am.