

PPG Meeting- 25/10/24

1/. I.C.B. funding for B.L. triage hub. There are no funds available at present but another application will be made in February. Maurice Hoffman suggested that the PPG may be willing to make a written submission to the ICB subject, of course, to sight of the business case.

2/. Staffing. The pharmacist is now on maternity leave. Two new members of reception staff have been recruited and two new administrators. All four are replacements for those who have left. The new Operations Manager, Sanjay Patel is settling in. Three members of the PPG have had face to face dealings with him and spoke positively of their experience.

3/. Flu vaccination session. A written report was submitted prior to the meeting and Jawad Merali advised that the total vaccinated was 313. This was down on last year but vaccinating facilities at pharmacies etc. have been promoted heavily so it is not yet known how significant this is.

4/. Flu, Covid RSV vaccinations. The surgery has not yet calculated the rate of take-up for these three services and this will therefore be held over until the next meeting.

5/. PCN report. Little has happened since our last PPG meeting. Henry Wyatt recently attended two flu vaccination sessions as a volunteer at Honeypot Lane surgery but is not clear as to whether an invitation to attend was issued to all patients of the PCN or to only those registered at Honeypot Lane. Whilst he was there he had a short discussion with the PCN Manager about the possibility of promoting MMR vaccinations to the wider community through the PCN. Maurice Hoffman expressed concern at the lack of regular PCN/PPG meetings and suggested that a representation be made to the PCN Clinical Director.

6/. Membership. Our new member Ali Istehkham was introduced and welcomed to the group. Henry Wyatt advised that he is in contact with a further potential new member to whom he has circulated minutes. She was unable to attend due to annual leave but hoped to come to the next meeting. At present details of new members recruited via the surgery's website are passed on to Henry Wyatt for further contact. Jeffrey Austin offered to take over this function and a short discussion ensued but a decision was postponed until the next meeting. Jeffrey Austin had made initial contact with somebody whilst waiting in reception and will make contact with him.

7/. Jawad Merali apologised for the delay in reporting surgery statistics and advised that these would be forthcoming shortly. He was, however, able to advise that the total number of patients now stands at 9933

8/. CQC inspection. Dr. Hasham attended and advised that this is due next month but the surgery will only get 2 weeks notification. The surgery is now using a new 'no paper' computer system called TeamNet. He deals personally with patient complaints. 60/70% of repeat prescriptions are received via the NHS app. The surgery now undertakes minor surgery and has so far carried out approx/ 60/80 procedures.

9/. Henry Wyatt reported on initial contacts with a local Roumanian charity.

A.O.B. a/. Jeffrey Austin advised that the PPG Terms of Reference need to be updated.

b/. Jeffrey Austin pointed out the usefulness of Patient Surveys to the CQC and the recent survey sent to patients was discussed.

c/. Maurice Hoffman led a discussion on the role of the PCN and liaison with the ICB. He noted that there had been no significant contact with the PCN for some little while and suggested that we write to the Clinical Director for clarity. He also suggested that the ICB should set up a PALS group.