**Northgate Patient Practice Group**

**Minutes of Meeting held on 20th September 2023**

**Attendees**

Sylvia Bailey (Chair)

Louise Platt (Vice Chair)

Janet Jukes (Note Taker)

Dorothy Barrell, Bal Bassi, Mary Burns, Roger Corbett, Val Davis, Mary Evans, Julia Greenhough, Ann Harrison, Angela Luik, Diane Mason, Danny Newey.

**Apologies**

Doris Lee, Amy Jose

**New Member**

Pamela (Ela) Hardisty

**SB** welcomed all members and new member Ela Hardisty

**Minutes of last meeting**

**LP**  Read out the minutes of the last meeting (26th July 23) for the new member and members who did not attend. Discussed and approved.

**AGM**

The members voted for

Chair : Louise Platt

Vice Chair: Sylvia Bailey

Notetaker: Janet Jukes

All positions were voted for and seconded by members of the group.

Sylvia was thanked for her years of service to the group and presented with a card and gift from the surgery.

**Social Subscribers**

Jacob Blunt and Liz W sent their apologies as they were not able to attend due to the Covid Vaccines programme roll out for the PCN.  **LP** explained that we are East 2PCN which includes Portland Road, Rushall, Collingwood and Blackwood Surgeries. They will be invited again to our next meeting .

SB gave a brief description of what they do., and said that she thought that Paramedics were doing home visits. She asked for clarification of whether Paramedics **were** taking over home visits, and who determined who had a visit.

**AJ** to clarify please.

**Practice Update**

Amy was unable to attend so **LP** read her report

Staff update: Dr Gupta has now returned from maternity leave working 3 days per week. Dr Ruffles is being used as and when he is needed. We are currently 1HCA down. Interviews have taken place, but no one recruited as yet.

She asked for a survey update, (140 have now completed) she will collate results ready for the next meeting.

She asked for volunteers for the Covid & Flu clinics for each date, and thanked the volunteers that helped on Saturday 16th September (555 vaccinations), commenting that without our help, the clinics would not run so smoothly. Saturday 7th clinic will be big with nearly 800 people expected to attend, volunteers needed for that day.

**SB** asked that if Amy could not attend any of the meetings that a member of the practice should be able to step in. This will be discussed at our next meeting.

**Feedback from Patient Survey**

The survey is ongoing, we are hoping to complete by end of September.

**LP**  checked comments on the surveys completed.

Main written comments were

* **Privacy at Reception,**
* **Long waits to answer the phone especially during the morning**
* **e consult will often tell you to phone 111 emergency**
* **Abuse from patients to staff is disrespectful**
* **Restrictive service for elderly/hard of hearing.**

The survey will continue until we have 200+  **AJ** will collate asap

These comments will be discussed with Amy at the next meeting.

**Future Projects**

**LP** circulated a sheet showing the Demographics of the ages/medical problems of our 10136 patients.

The most patients (**2278**) were in the 30 - 49 years category, but **4972 (**around half of the total no of patients) are over 50. Almost a **1000** patients are over 80yrs old.

Asthma and Diabetes were the main illnesses.

We discussed which topics we would like to investigate further. Mental Health/ Suicide Prevention was voted for.

**AOB**

* We discussed using the Whatsapp group as a means of communication .

Members who were in favour of joining the group gave their mobile

numbers.

**Action LP**

* Dates were given for Covid/ Flu jab clinics in September/October, and names of volunteers were noted.

The dates are 30th September, 7th October, 12th October,18th October,

25th October  **LP**  to collate and inform **AJ**

* We were pleased to know that we will have a water cooler in the surgery waiting room from Monday.
* Bal and Mary were interested in the proposed Zoom meeting for PPG members in the future  **Action LP**

* Angela said she had received unclear text messages **Action AJ**
* Roger was concerned re flood in carpark by the Ambulance station **Action Adam**
* **RC** proposed later meetings
* We would like more staff to attend our meetings when possible, is the time we have our meetings a problem for them ? **Action AJ**

**The meeting closed at 6.30pm**

**Date of Next Meeting**

**Wednesday 15th November 2023 @ 5pm**

**Our Christmas celebration is on Wednesday 20th December 2023. The surgery will provide refreshments . (Thank you!)**