**northgate**

Anchor Meadow Health Centre

Westfield Drive

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PRACTICE

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Dr F E Bolliger, Dr B Sarai, Dr D Gakhal and Dr K Hayer



**Minutes**

**Date: 6th September 2021 Time: 5pm Location: Room 151 – Anchor Meadow**

**Attendees: Sylvia Baily (chair) Dorothy Barrell, Janet Jukes, Louise Platt, Lynne Ingram, Brain Spencer, Danny Newey, Rodger Corbett, Jim Bailey, Anne Harrison, Adam Noble (practice representative)**

**Apologies: N/A**

AN put together a presentation to run alongside the agenda, please see document ‘PPG Slides 06.09.2021’

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|  |  | **Action** |
| 1. | Welcome SB welcomed all PG members and introduced new member Lynne Ingram and Brain Spencer. | N/A |
| 2. | Acceptance of Notes/Minutes of last meeting 8th August 2020 Notes/minutes were accepted.  | N/A |
| 3. | New Constitution, Ground Rules and Terms of Reference – Members were given New Constitution, Ground Rules and Terms of Reference by AN, all were agreed by the group. | AN to upload new documents to the patient group section of the practice website  |
| 4. | All PPG members to sign confidentially statement – All members were given an updated confidentially statement by AN. All members signed. | AN to keep documents in PPG file for future reference |
| 5. | Staff Update including Primary Care Networks Staff – An informed the group of the following –Dr Khattack (Registrar) left January 2021Dr Nazir joined March 2021Dr Singal Retired July 2021Dr Hayer is now a GP PartnerDr Qureshi (Registrar) joined August 2021New receptionist – Helen LeechDr Sarai, Dr Bolliger, Dr Gakhal and Dr Hayer are GP Partners There are 8 receptionists, a breakdown was given to al members in the packAN gave a short presentation about primary care network staff and their roles. Dr Bolliger is the clinical director for Walsall East 2 PCN. The practices in East 2 PCN are Portland Medical Practice, Northgate Practice, Blackwood Practice, Rushall Medical centre and Collingwood Practice.   | N/A |
| 6. | Update on access to GP services, Face to Face consultations etc – Patients are now given a short Triage from at the front desk. Phone calls have increased, receptionists will take the patients details if the patient cannot do an online eConsult, this is called an eConsult Lite | N/A |
| 7. | Recruitment drive for PPG Members – AN designed a new registration form for new members and included the option of your group in hope to attract a younger members  | AN asked members to think of other areas of recruitment and discuss finding in November’s meeting.  |
| 8. | Future Agenda items – AN provided a list of future agenda items – GP patient survey results 2021Reviewing complaints/feedbackPromoting eConsult – design posters, speaking to patients in housePromoting the practice website - design posters, speaking to patients in houseLooking at areas of interest ie diabetes, mental health A focus board (in front of the TV in the waiting room)NewsletterSuggestion BoxThe group decided to focus on recruitment and the patient survey  | AN to provide the results of the survey, group will look into recruitment.  |
| 9. | A.O.B – 11.09.2021 8-11am flu clinic for 65’s and over 19.09.2021 flu clinic for over 65’s | N/A |

**Dates of future meetings:**

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| Monday 1st November 5-6pm Monday 6th December 5-6pm Xmas get together – **not a formal meeting**  |  |