**PPG Meeting MInutes Wednesday 15 June 2022**

Present:

Dr James Ogle (JO)

Sheila Adcock (SA)

Nicky Treend (NT)

Jenny Dowling (JD)

Joan Hawkins (JH)

Lynda Jones (LJ)

Sue Rudland (SR)

Jacki Oakley (JOa)

Mary Harrison (MH)

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| JO | Welcomed everyone to the meeting. JO updated the meeting on the new staff at the practice.   * We have appointed 2 new receptionist’s who are still training as they are new to General Practice. * Nicky was introduced she has joined as Operations Manager after many years in secondary care and will take minutes at future meetings. * Dr Maryam (female) is currently working 2 days per week as a long term locum GP * We are looking to recruit another Practice Nurse to add to our current Nurse’s hours. * Also, another receptionist now known as Patient Services Advisors. * A second Social Prescriber has been attached to the practice so we now have Lucy & Mark. They will also shortly have a Welling Coach who they will be able to refer patients to. SA will invite the new Well being Coach to come along to our next PPG meeting to explain their role in the community. |
| LJ | Asked if the Pharmacists working at the practice were connected to the local Chemist shops?  JO explained that the Clinical Pharmacists are employed by the Hinckley Federation and were attached to various practices within the Federation. We have 2 attached to Ratby – Deepa who has a special interest in Diabetes and carries out our Diabetic reviews with patients she is also qualified to issue prescription or change patient’s medication if necessary.  Rachel deals with medication reviews contacting patients if necessary to request BP readings also dealing with any queries patients may have regarding their medication, she is also training to become a prescriber. |
| JD | Jenny asked JO to pass on her compliments to one of the new receptionist’s she had spoken to and had found her to be very polite and helpful. She also mentioned that she had received a telephone review for her COPD and how excellent the caller was and he adjusted her medication, which she stated had had a marked improvement on her condition. JO explained that during the Pandemic the CCG had employed respiratory specialists to carry out reviews for COPD & Asthma patients as general practice were not able to carry out these reviews during this time as per NHS guidelines. Since April we have now re-started our annual reviews. |
| JH | Joan thought these additional specialists attached to the practice would take patients time to adjust to being seen by someone other than a Doctor. SR asked if specialist personnel would be dealing with the Anti-Coagulation Clinics at the practice JO said no this would still be carried out by our Practice Nurse as it had been in the past. |
| JH | Joan suggested that our next article in the ‘Local’ should be about the PPG and a request for more members to join the group especially male members. JO said that some practice’s had lost their PPG members during the Pandemic and it was important that we kept our group going to represent the patient registered |
| JO | New Building Update: At long last a start has been made clearing the ground, JO thought the next work would be on the drainage on the ground before actual building work commenced.  The predicted start to finish has been given at 48 weeks but this will probably be 12 months due to holiday closures. |
| LJ | Spoke about the importance of getting colours correct in buildings for visual impaired patients she went on to explain that a dark area on a floor can look like a hole to someone visually impaired. Other members agreed that LJ should be consulted along with the contractors at the point of colours schemes being chosen. JO said he would keep LJ involved. |
| JO | There had been comments previously that the telephone message was far to long. This has now been revised and much shorter. |
| JD | Reported that the PPG Net Work Group had met for the first time since the pandemic but she had not been able to attend, however a fellow PPG member had sent her notes from the meeting. As from 1st July the CCG will cease and they will become ‘Integrated Care Board’  (ICB) |
| JH | Reported that the Befriending Services was now running and she had volunteers waiting to join, although currently the were taking it slowly. She explained how the service worked and the Data Protection that was in place. |
| SA | Mentioned that the PPG’s Terms of Reference should be updated and JD will work with SA  on updating this document to be sent out to members for their approval. |

**Next Meeting Monday 19 September 2022**