

## CEDAR BROOK PRACTICE

### PPG MEETING

MINUTES 24<sup>th</sup> March 2022

#### 1. Approval of minutes

Could not approve minutes from 6<sup>th</sup> Feb 20 as nobody attending the meeting were present on 6<sup>th</sup> Feb 2020.

#### Matters Arising

No matters arising

#### 2. Election of Chair Person

It was agreed to postpone electing a new Chairperson until we have recruited more people to join the PPG.

SA and NB have kindly agreed to do a poster for new recruits for our PPG and put it out into the community on our behalf.

#### 3. Telephones

We had a new telephone system installed a couple of years ago but we still have issues with the system. Calls cut off. Our system supplier is looking into this for us.

Dr Carter explained to the meeting that our PCN were looking into having a new system for all nine practices in our PCN as there is funding that can be had for this. This would enable the practices to help each other out.

SA mentioned that using a cloud base telephone system would mean if it went down we would have nothing. There is a way of diverting calls on a hybrid system.

#### 4. Practice Staff Update

- Dr Carter is now our Senior Partner
- Dr Jasmeen Bains will become a Partner as from 1<sup>st</sup> April 22
- Shelley Quarcoo has been appointed our new Practice Manager and will start on the 1<sup>st</sup> June 2022.
- Shahrzad Hooshangi has been appointed as our advanced Nurse practitioner
- We have the following vacancies 1 salaried GP, 1 Receptionist and 1 Admin person.
- We have regular locums who are covering at the moment until we recruit a new salaried GP.
- PCN update – we now have a Pharmacist, Paramedic and dietician working at the Practice on behalf of our PCN

## 5. AOB

- LD asked if the Practice would be going back to patient's being able to book face to face appointments without being telephone triaged by a GP first. It was advised that at the moment GPs would still be telephone triaging before patients are being invited in for a face to face appointment by the GP. Our nurses are doing face to face appointments as before.
- E consult working well for patients
- The practice is making COPD patients a priority for their reviews.
- The practice has now got an ECG machine, supplied by our PCN.
- The TV screens in the waiting rooms need to be updated – Sue W to investigate

**DATE FOR NEXT MEETING – To be decided**