

CEDAR BROOK PRACTICE

PPG MEETING

MINUTES 27th Sept 2022

1. Approval of minutes

Minutes were approved from meeting held 24th March 2022

Matters Arising

TV screens in waiting rooms need to be updated

3. Shelley Quarcoo our new Practice Manager introduced herself to the meeting. Also other members introduced themselves to Shelley and Ingrid.

4. Election of Chairperson

JS was elected Chairperson and NB was elected vice Chairperson

5. Telephones

Shelley explained to the meeting what has been happening with our telephone system and patients thinking that they are being cut off. If a member of the reception team leaves their desk without put the DND button on, the call will still come through to that desk and there would be nobody to take call and eventually cuts off. All of reception team have been made aware to put their DND button on when they leave their desk. Complaints regarding this problem has now gone down.

Shelley has been working with the Confederation on securing funding for a Cloud base telephone system called X-On. This will happen hopefully by end of this year/beginning of next. The new system will have automatic call back and all calls will be recorded.

6. Patches Update

The practice has changed from E consult to Patches. The practice needs to check how Patches works with the NHS app as it was thought you had to registered for Patches.

7. Covid and Flu campaign

The practice is doing Covid and flu injections at the practice. Patients are being sent a message to book their appointments for both injections. We are running a Saturday Clinic for both on Saturday 1st Oct 22.

8. Appointment Model

The Partners and Shelley are looking at ways to improve the appointment system. How to offer routine and emergency appointments. All options are being looked into including face to face appointments.

Some discussion took place around patients who do not use online services – the practice ensure they can book via phone or in person.

The GP will only contact a patient about their blood result if there is a problem. There is a problem with people obtaining their blood results through the NHS App/Patient Know Best as patients expect to hear from GP when they have a negative result. It was explained that GPs look at all results and will call patient to discuss a result where necessary. Not all “abnormal” results require an action.

9. Staff Update

Sue updated the meeting on staff

- Dr Jasmeen Bains has become a Partner
- Dr Priyaka Singh is our new salaried GP working Thursday and Friday
- Varinder Gill is our new HCA/Phlebotomist
- Mary Yared is a new receptionist
- One vacancy to fill for reception – 29
- One vacancy to fill for admin – we may have someone
- One vacancy for a full time Assistant Practice Manager

Discussed the difficulty in recruiting staff at the moment

10. PCN Update

Shelley updated the meeting on our PCN and some of the things they help the Practice with.

11. AOB

- To check re pneumonia injections as to how often they are done and advise John.
- Staff working from home maybe an option in the future for recruiting staff
- Ingrid thanked everyone at the practice, said what a great practice we are. Everyone was in agreement with this.

DATE FOR NEXT MEETING – To be decided