

**CARNON DOWNS SURGERY PPG**

**AGENDA AND MINUTES**

Feb 2<sup>nd</sup> Feb 10.30am - 12.00pm

	<b>Attendees</b>
	Present Geoff Aver - Chair Sarah McCammon – Practice Manager Nigel Morson Hilary Hunkin  Away Judy Ward Sheridan Brown Alison Avard
	<b>5.30pm</b>
1.1	Update on the practice
1.2	Patient feedback from the group
1.3	Update from Nigel – wider engagement
1.4	Meeting structure/Future dates
1.5	Meeting membership
	<b>AOB</b>
	<b>Next meeting:</b>

<b>REF</b>	<b>MINUTES</b>	<b>ACTION BY:</b>
1.1	<p>Sarah gave an update to the group, key points included:</p> <p>Dr Matt Cuff is now back to work after an extended absence.</p> <p>Dr Waldron (new in May 23) has had a change in family circumstances and has resigned.</p> <p>He is being replaced by two new GPs –Dr Kate Fjell &amp; Dr Katy Davey (starting beg March and April respectively). Will give us a total of 4 GP partners and 3 salaried GPs in the team alongside 1 Advanced Clinical Practitioner and 6 in our nursing team. Alongside our employed clinicians we also have a number of ARRs staff (Additional Roles Reimbursement) which are funded through our PCN and include paramedics, dieticians, social prescribers, health and</p>	

	<p>wellbeing coaches, Mental Health nurses and Care Coordinators.</p> <p>Some pressures on the reception team however we are hoping this is just a blip.</p> <p>Continuing financial pressures on the practice with imposed staffing increases at 6% and increases on general income much lower.</p> <p>Winter Hubs are being funded centrally to draw moderate acute illness away from GP practices to free up capacity for GPs. In reality this is only 4 appointments per day as an absolute max which is not really denting the demand for us.</p>	
1.2	<p>Key patient issues are mainly 1) getting in to see your own GP 2) privacy at the front desk.</p> <p>Sarah commented on 1) illustrating the demand on the GPs at the moment and some of the pressures we are under. The patient list is growing each month (we are expecting an upward trend as Three Spires has just ejected all 1,200 of their Out of Area patients without warning) and we are now up to 6,075 patients. This is divided up between the doctors pro rata to the number of sessions (mornings or afternoons) they currently deliver. As an example Dr Teff who holds 7 sessions per week has 1,250 patients and Dr Embling who holds 4 sessions per week has 715. Although not everyone has a regular appointment there are a significantly higher percentage of 'frequent flyer' patients needing regular access to their GP.</p> <p>2) With regard to the privacy at the front desk Hilary commented that she would personally call in if she needed a confidential conversation which would be our recommendation to patients however if there are in the building we only have the side desk for this purpose. This is an issue which has been brought up before but we now have limited space since the restructure to provide more clinical</p>	

	<p>space. When possible, and if the situation warrants it, it may be possible to find a vacant treatment room however these are generally full. Consider whether we have room for a 'privacy booth' in the front foyer.</p>	
1.3	<p>Nigel updated the group on a paper from Lucy Tuson the ICB Communication and Engagement Manager.</p> <p>There was a brief discussion regarding the use of volunteers. Although the group recognised the value of the volunteer sector the challenges of engaging, maintaining and managing volunteers effectively was noted and it was agreed that this would be a big commitment and quite challenging to coordinate effectively.</p>	
1.4	<p>It was agreed that future meetings would be flexible to allow for different people to attend and the following structure was agreed:</p> <p>Quarterly meetings 2 evenings, 2 in the day.</p> <p>March – pm 11,8 or 25 March (Sarah to schedule and confirm) June – am Sept – pm Nov – am</p> <p>In addition to these the group suggested:</p> <p>Geoff to populate a monthly PPG page on our website with feedback from the group. Alison Hunt to support with a template for Geoff to complete for ease.</p> <p>A coffee morning in the village hall as an opportunity for the PPG to recruit new members, to be scheduled for April.</p> <p>An annual PPG event (evening) with an update on the practice.</p> <p>Sarah to run these past the partners for agreement and engagement – hopefully staggered so we can get at least one of the partners at the meeting each time.</p>	
1.5	<p>We currently have Geoff as Chair, Hilary, Nigel, Judy, Alison and Sheridan in the PPG group. It was agreed that we need to</p>	

	widen our membership to include different patient demographics. A PPG coffee morning event for charity and for a chance to meet the PPG and find out more for interested parties is hoped to be scheduled soon, Sarah to speak to Alison Hunt to arrange some dates.	
	Next meeting at the end of March 2024 5.30-7pm	