

**Venue: Holmlands Medical Centre**

**Holmlands Medical Centre Patient Participation Group meeting – 12.10.22**

**Present:** Dr. P. Srivastava (GP Partner) Rachel Kavanagh (Practice Manager) PPG Members: Jim Ainsworth (Chair), Ann Parry, Colin Derby, Susan Davies, Jennifer Pierce, Paul Brady.

Apologies:

1. **Welcome to all** – introduction of training Physician Associate – Jenai Higgins
2. **Minutes from previous meeting**

Not discussed

1. **Covid Vaccination Programme**

Discussion and information shared regarding of the current uptake of the vaccination. HMC are up to date and giving autumn boosters via PCN. All housebound patients are now vaccinated and the remaining patients who are eligible will continue to be sent text reminders via the NHS APP to book for vaccinations. Dr PS encouraged the sending of a text message from the practice to all who are eligible.

1. **Practice business, staffing and development/achievements**

Developments in the business: the practice list size continues to grow and with many new registrations. As we expand we see a trend of local patients moving from local practices. RK explained how all practices are under great pressures and we hope to continue our performance and patient care as we increase our list size. Dr PS reassured that we have increased our workforce to balance the demand and gave information of extra ‘additional roles’ via PCN that support the practice e.g. home visiting service.

We have also been promoting access to other local health care facilities during core opening hours, and also out of hours facilities. We have devised a leaflet to share with patients attending the practice that gives all clinics, times and venues, this is also displayed on the practice website

We have increased our clinicians to accommodate the list size and now have a regular workforce with GP (female/male) ANPs ,PNs, and HCA’s. Our female GP now provides a coil insertion/replacement/removal service for women’s health. We are also happy to declare no complaints to NHSE

We are achieving very well, up to date, with QOF and other contractual target work.

Practice website is to be updated, JA PPG member had visited the website and noticed that the link to newsletter and current GPs had not been updated. This is to be carried out via administration.

1. **PATCHES**

The group were informed of the upcoming online consultation programme to be used Wirral Wide by GP Practices.. Patches will replace E’Consult that patients currently utilise for HCP appointments via the practice website.

Patches will be an improvement giving patient self- care navigation and extra signposting giving knowledge to the patient before submitting to practice. Patches is due to go live in December 2022.

1. **CQC Inspections/Quality Care**

No current issues or notifications from CQC of planned visit. The practice policies and procedures are in place with our aim to achieve a high satisfaction rating.

1. **LEASE/GRANT**

Approval of a revised lease has been granted , and we are now waiting for a visit from the District Valuer to determine the rent valuation. We may then wait for the next period to apply for a improvement grant.

1. **AOB**

Dr Srivastava reported a successful charity walk to the summit of Moel Famau, for St Johns Hospice, with Kaye the Practice Pharmacist and other local GPs.

Our own PPG Member Bala has also completing the recent London Marathon.

1. **Date of next meeting**: TBC.