

## Holmlands Medical Practice Patient Participation Group

### Minutes of the meeting held on 16<sup>th</sup> January 2020.

**Present:** Dr Srivastava, Kevin Gately, Rachel Kavanagh, Jim Ainsworth, Anne Parry, Jan Williams, Lorna Dobson, Norman Warhurst, Sue Davies, Mary Jones, Counselling Group Attendance (JDP).

**Apologies:** Colin Derby, Jenny Pierce, Paul Brady,

1. **JDP Counselling Attendance:** James, Debbie and Pam introduced themselves and advised the PPG of their company, background and experience. A question and answer session took place regarding the new pilot counselling service as a brief resume.
  - The Counsellor's offer; CBT, Psychodynamic, Bereavement Counselling and also undertake supervision and Group Work.
  - For each full day of counselling. 1 session for an urgent HMC patient will be provided free, so, 3 patients at anytime can undergo counselling. KG will also support if the waiting list grows, free of charge.
  - Counsellors also offer private counselling @ £25 per 50 minute sessions.
  - Approximate average sessions are 6-8 sessions.
  - It was noted that this is an innovative new service and it will be reviewed to learn from findings.
2. **CQC telephone interview** – KG advised all that this went very well and that the practice is hoping to achieve 'Outstanding' in the near future.
3. **Prescription charges / Boots delivery** – It was confirmed that Boots Pharmacy charge £5 to deliver prescribed medication or they offer a £55 annual charge.
4. **Practice Issues** – Flu Update- Enclosed circulated figures, a discussion on Flu uptake so far took place, generally uptake was good in all diseases areas, however, low in over 65's. It was noted that Nasal Flu's have only just become available in 2-3 year old children skewing figures.
5. **Complaints** - KG advised of one complaint relating to a spirometry test, this has now been resolved with a positive outcome.
6. **Federation Report** - No news due to Christmas and New Year break.
7. **AOB**
  - It was suggested that for PPG special occasions a 'kitty' be set up and members asked for nominal donations, this was agreed, average donation £5.
  - A discussion on possible future development of the Practice took place, for further information; please speak to the Chairman – Mr Jim Ainsworth.
  - Mr Jim Ainsworth also has some news regarding a member of the PPG who did not wish to have the details minuted, but is tying the knot 7/3/20 at Bethany Chapel so for those who would like further information, please contact James. The PPG and all of Holmlands staff wish our mystery PPG member the very best "What Great News :)"

**Date For Next PPG Meeting: 20th February 2020**