

Cross Deep Surgery
Patient Participation Group
Monday 22nd November 2021 @ 1.30pm
Venue: Microsoft Team

MINUTES

In Attendance: LV, RO, SG, PS (Chair), BB, PC, AH
Apologies: JA, LH, RW

1. Welcome and Apologies.

Chair

- Barry Bennett – Welcome to our New Member
- Linda Hammond – Welcome to our New Member – Sends her apologies for today's meeting
- Seamus Gray – IT and Operations Manager

2. Approval of Minutes of 26th April 2021

Chair

- Approved

3. Action Log

- Terms of Reference discussed. Agreed it would be helpful to have a TOR for our meetings. PS to look into drafting for review.

Chair

4. Chair's Report from Richmond PPG Chairs Network.

Chair

- **Kidney Care Proposal** – No Comments at present. [Click here](#) for more information. Any questions can be sent to PS for him to take forward.
- **Network Meeting** - PS had circulated meeting Papers and briefly summarised the 9 key objectives within the overall 3 heads of **Start Well: Live well: and Age Well**. Agreed any comments to be passed to PS for next meeting.
All
 - o [Click here](#) to view the SWL Health and Care Plan Refresh for 2022-2.24

5. Practice Update

LV/RO

5.1 Business as Usual & Vaccination Plans

- The practice, despite having been available for F2F consultations throughout the pandemic, reinforcing the message that patients can choose their method of consultation (Telephone, F2F or Video).
- Encouraging patients who have not had a review for chronic disease or medication to seek these ASAP
- Ongoing efforts are still being made to encourage patients to book Seasonal and childhood vaccinations, cancer screening and chronic disease reviews.
- Working towards booking patients in our most vulnerable groups for annual Health checks including those with Learning Disabilities and Severe Mental Health conditions.
- Recent push for patients to receive NHS health checks.
- **C19 Vaccinations** – Recent Joint Clinic with York House Practice offering regular Vaccination clinics for those who are vulnerable or unable to travel. Logistics of running Pfizer clinics with mandatory 15min observation is difficult from the CDS premises. Patients can book Boosters online. PC & AH voiced their concerns of the lack of appreciation from patients during recent mass clinic.
- **Flu Vaccination Program** – Plans to run additional Mass clinic in December and continue to run weekly clinics on Mondays and Fridays with our nurses.

5.2 Staff Update

- Welcomed Back Dr Emily Challenor after her maternity leave
- Staff Morale Low at times due to bad national press toward GPs. Despite this, the practice has received many complimentary reviews from patients which are shared displayed in the staff areas.
[Click here](#) to view recent reviews.
- Plan to increase GP and Nursing Capacity to assist the Winter Pressures – Application made for additional funding.

5.3 Premises Update

- Said goodbye to our fax machine from 1st September.
- Plans to buy a practice bike for healthier Home Visits (Bulletin feature?).

5.4 IT Update

- **GP Data for Planning and Research**
Delayed indefinitely – No update on this

5.5 Complaints

- Flurry of complaints received which is a common theme among many local practices. Each complaint takes a considerable amount of time to respond to and of late, the theme of these has been managing expectations. Practice feels this is likely linked to the recent bad press regarding general practice.
- Central GP Survey results – [Click Here](#) to view.

6. PCN Updates.

LV

- LV to invite Dr Ferguson to the next meeting for an In-depth PCN update on shared action.
- Additional Roles Reimbursement Scheme (ARRS) – Practice is able to access funding for additional Staff.

7. Practice Website and Bulletin.

LV and PC

No Bulletin released since last meeting in the Spring due to the pressures regarding rolling out Booster program and constant changing advice/guidance for patients.
Provisional plans for RO to write an article for the next bulletin – Plans to do before Xmas if time permits but certainly before next meeting (see below).

8. Any Other Business

- PS has been Chair of the PPG for 8 years and has suggested that eventually a change of Chair might bring fresh views to bear although he would be happy to continue as a Group Member. If anyone has a desire to take this on, please contact LV.

9. Date of Next Meeting – Monday 7th February 2022 @ 1.30pm