

St Wulfstan Surgery

MINUTES OF PPG MEETING

Date and time: 27th September 2022 at 12.30pm

Face-to-Face at the surgery and virtual via Zoom

Present: Alan Boyland (Chair), Nigel Rock (Vice Chair), Tony Probert, Charles Henshaw, Averil Kennedy, Brian Cobb, Noorjahan Maliyekal, Dave Oldridge, Mark Hancock, Faris Al-Ramadani (GP Partner), Lindsay Ward (Practice Manager and Secretary), Tanya Unit (note-taker)

Apologies: Dr Kirti Viswa (GP Partner) and John Veasey

Agenda items	DISCUSSION	ACTION
Matters arising from minutes of previous meeting	Lindsay will contact Volunteer Drivers to see if they are interested in resuming the service. We will need details of Covid vaccination, DBS status, MOT, motor insurance and driving licence. We will devise a rota based on availability to provide service at the clinic and the surgery. We will put together a publicity campaign.	LW
PPG Name and purpose KV	The partners proposed a change of name for the group. The group is vital to the surgery but the name is not appealing. At our next meeting in December at Galanos Hub, we will meet in the evening and publicise the group to open it up to a wider audience. Alan suggested we open up to all patients and hold a competition to find a new name. The winner will get a cake.	FAR to make social media about PPG group and new name competition.
New team members	We have two new GPs, Dr Afsheen Jahanzeb and Dr Merna Muharib. Rachel Hughes is our new practice nurse and we have a new receptionist, Di and a new admin assistant, Kim. Tanya Unit supports our management Team and will be involved with the PPG in future.	
Flu/COVID clinics	This year, we will be doing both flu and Covid vaccinations at the surgery. National guidance is that it is safe to have both vaccines together. The clinics will operate in the same way as flu clinics have in recent years. Faris explained that adults receive the inactivated vaccine, which cannot give patients the flu virus. We do not yet know which brand of Covid vaccine we will receive.	
Extended access	This year, Our Primary Care Network (PCN) will be providing Extended Access services. We will provide GP appts on early Monday mornings, on Monday evenings and (almost) every other Saturday, when we will also provide nursing and clinical pharmacist appointments. St Wulfstan, Kineton and Harbury surgeries will provide the Saturday appointments on a rota basis. Reception staff will be able to book our patients	

	into the weekend surgeries wherever the surgeries are located. It is hoped that this additional provision of appointments will help reduce A&E attendance.	
Southam Clinic	We have now started operating from the two new clinical rooms at Southam Clinic. Patients are able to make an appointment for either St Wulfstan or Southam Clinic. At the moment, we have GPs and a receptionist working at the Clinic. Nursing staff will start to work there in the New Year. Whilst the appointment confirmation SMS cannot be configured to confirm the location, the reminder SMS does. Faris asked the group for suggestions as to how we could make it clearer which location appointments are held.	
Premises matters FAR	We have expanded services into Southam Clinic because we do not have sufficient clinical space at the surgery premises. This is only a short to medium term fix, and we need additional rooms already. Our patient list has grown by over 16% in the last year alone. We are hoping to add to the number of rooms we occupy at the Clinic soon. There is less than 7 years left on the surgery lease and we are exploring permanent solutions. We are not able to extend the current surgery premises, so we are already engaging with the Integrated Care Board about future options. In the national GP Patient Survey, St Wulfstan were ranked 68 th out of 6418 practices in England, which may be fuelling new registrations at the practice.	
Volunteer Drivers' Group	Mark is happy to continue doing the rota. We will try to recruit new drivers at the next PPG meeting in December	
Feedback	The group congratulated the practice on the national patient survey result. The group expect similar improvement next year. The group feel that it has been really useful to have the GPs' special interests listed on the website. Patients are writing lovely reviews on the NHS website. Members suggested a link from the NHS website to practice website so our patients can easily see the comments. Newsletter is sometimes arriving with outdated information. Faris explained that it is a weekly roundup of news and is sent automatically on Wednesday at 6pm covering the previous 7 days. Consider reviewing frequency/timing	FAR to add link to NHS reviews on practice website. FAR to look at timing of newsletter
SWPPPG	Alan and Dave will no longer attend the group	
Any Other Business	Southam Pharmacy: Some members of the group reported that the pharmacy service is still unsatisfactory, however, others have found the service very good. Faris explained that pharmacies are facing a problem nationally obtaining medication.	

	Nosh n Natter: has changed venue to Galanos Community Hub. Galanos can accommodate up to 50 guests, the space is very user friendly and there is ample parking. The PPG were thanked wholeheartedly for their help in setting up and running N&N at the cricket club. The group would like to meet the Primary Care Network team running Nosh n Natter at the next meeting	LW to invite PCN staff to next PPG meeting at Galanos Hub
Time & Date of next meeting	To be held at the Galanos Hub on Friday 9 th December 2022, 7.00-8.30pm. This will be an open meeting with tea/coffee and mince pies served	FAR to publicise next PPG event