

**St Wulfstan Surgery**

**MINUTES OF PPG MEETING 2<sup>nd</sup> March 2022**

**via Zoom**

<b>Agenda items</b>	<b>DISCUSSION</b>	<b>ACTION</b>
Attendees	Alan (Chair), Charles, Noory, David, Mark, Damaris, Amanda, Lindsay	
Apologies	Anna, Dr Kirti Viswa, Dr Faris Al-Ramadani	
Matters arising from previous meeting	Nil	
Pharmacy	Members reported: <ul style="list-style-type: none"> <li>• Delays with special order items</li> <li>• Disorganisation and errors</li> </ul> The Pharmacy Manager has left. Lindsay will ask if new manager will meet with PPG.	LW
Staffing update	Lindsay updated the group about new staff, including a new salaried GP, Dr Jaiye Olaleye (who joins us in May) and two new receptionists, Karrie-Anne and Natalie	
Premises update – Southam Clinic	The group were updated about the practice's proposal to operate two additional clinical rooms and a reception service from Southam Clinic. The group welcomed the proposal but suggested we make sure patients are clearly instructed about attending the correct venue for their appointments and what services will be provided from the clinic	
Management Team	Admin Manager: Damaris talked about the admin team's work including referrals (process, delays and how the team go about chasing referrals for patients), invitations for chronic disease reviews and immunisations, management of patient records and pending digitisation of paper records Operations Manager: Amanda talked about her role with IT, telephones, Southam Clinic, reception team support, buildings and premises management	
Volunteer Drivers' Group	The group are still not operating. The group said that we may need to address questions about vaccination of drivers and passengers. Lindsay to set up virtual meeting	LW
Feedback	Lindsay explained about the feedback that is displayed on NHS website	
SWPPPG	Alan has not been able to attend meetings. Will try to do so in future Alan has attended PCN PPG meeting. Meeting went well and was worthwhile. No Chair has been appointed yet.	
Any Other Business	Nil	
Time & Date of next meeting	<b>Tuesday 14<sup>th</sup> June 2022 at 12.30pm venue to be confirmed.</b>	