**PPG Meeting 29th June 2022, 2pm**

**Rowlands Castle Surgery**

**Those Present:**

THJ (Chair)

DS

EL

CS

DS

GH

DB

JO

JT

Janine Leake (Practice Manager)

Zoe Gill (Deputy Practice Manager)

Dr Lizzie Smiley

Apologies: KN.

Welcome to JT who was able to join our meeting for the first time.

Thank you very much EL for the delicious ginger cake.

1. **Practice Report** - Janine Leake

Janine introduced Zoe Gill as her new Deputy Practice Manager and Zoe spoke briefly to the group about her primary care background.

Janine reported:

* The surgery is now offering more face-to-face appointments.
* Face masks: although are no longer mandatory are being encouraged for patients within the communal areas of the surgery. Clinicians will remain in face masks when seeing patients and will be continuing to test twice weekly. **(POST MEETING NOTE: New advice received at the beginning of July, as cases of Omicron 4 & 5 are spreading so rapidly the advise is to return to wearing masks in all healthcare settings)**
* All Red Hubs are now closed, so we have a protocol in place for anyone suspected of having COVID.
* The CCG (Clinical Care Commissioning Group) will be confirming whether practices can run their own autumn COVID vaccinations. This should be combined with the Flu vaccinations – Janine will update. It was suggested by a PPG member that we could run another Flu coffee morning to raise money for the Rosemary Foundation. This was agreed by all members of the PPG.
* Primary Care Network (PCN) update: Janine explained what a PCN and Lizzie summarised all the additional roles we as a PCN have recruited so far: 1 x Physio, 5 x Social Prescribers, 1 x Dietician/Lifestyle Coach, 3 x Clinical Pharmacists.

1. **Telephone Answering Service** – DB

DB raised concerns regarding the telephone message being too long with excessive information regarding our website and Facebook. DB also felt that the OOH message was too fast to understand fully.

* It was explained by Janine and Lizzie that the alternatives suggested in the telephone message help to keep the lines less busy as patients may recognise that what they need can be dealt with in an alternative way.
* The consensus of the PPG was to keep the main message as it is, but for Janine to listen to the OOH message.

**ACTION**: Janine to review the OOH message and contact the telephone provider to change if appropriate.

1. **Suggestion Box/PPG Poster** – DB

DB asked if we could have a suggestion box at reception.

* Janine fed back that we could encourage patients to comment on our website, as there is a form available or send us an email. We can also let patients know they can leave a comment at the desk, but that we won’t have a ‘box’ due to lack of space.

**ACTION**: Janine/Zoe to create a poster for the above.

* DB identified that the information about the PPG on the noticeboard was not affective.

**ACTION**: Janine/Zoe to create a new poster and application form.

1. **Doctor’s hours in the surgery** – Chair

To clarify how the surgery is covered each day by GPs/NPs.

* Janine confirmed that every day there are sufficient GPs/NP within the surgery both morning and afternoon, which is helped by the practice having Dr Palmer, Registrar as she is able to do 4 sessions per week. We will also have another Registrar starting in February 2023 and Dr Palmer will leave us September 2023.

**AOB**

**Extended Hours:**

Janine explained that from October 2022, as a PCN we have signed up for a locally commissioned service providing extended hours 6.30-8pm Mon – Fri and 9am – 4pm Sat. This is in the pipeline and details are yet to be confirmed on where and when these will take place.

**New Terms of Reference:**

THJ has updated the TOR and asked the PPG for comments.

* No comments received.

**ACTION**: Janine/Zoe to add to website and put on noticeboard in the waiting room.