**BEECH HOUSE SURGERY**

**Patient Participation Group**

 **Minutes of meeting Wednesday 19th July 2023 6.30pm at the Surgery**

**Present:**

Claire Saunders- Practice Business Manager

Dr Ian Marfell

Sarah Blood- Joint Chair

Debra Roberts

Rose Thewsey

Grace Houldershaw

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| **Detail** | **Action by** |
| SB welcomed all members to the meeting.1. Apologies

Jean CarterDavid SpencerSusan KitchingKaren Collyer 1. Matters arising from last meeting
* Original date for Dementia Forward evening postponed. Hopefully reschedule for September/October.
* Lloyds pharmacies all being sold off.
* SB praised phlebotomy service at Chain Lane. Phlebotomy room at hospital very difficult to access. Poor signage generally in HDH.
* New phlebotomy clinic hopefully to open in central Harrogate in the near future.
* Waiting room.

All members passed on their thanks to JC and CS for painting the tree on the waiting room wall. Excellent feedback from patients. All agreed it brings a “calming” feel to the waiting room and ties all the Beech House logos together. JC and CS have also created a board with the job names of all the Beech House team on. All agreed this would be very informative for all patients.CS described Digital Transformation Manager role- a brand new role to work across all 6 local Practices. Employed by PCN. Will look at new telephone system, updating websites across all 6 practices, also will look at Practice policies and procedures. A very welcome new role to start in the next few weeks Also in waiting room- two chairs to be recovered to match existing chairs. Long wall to be repainted teal to coordinate with tree. CS also getting quotes for new flooring in waiting room and along corridor. Plan to upgrade children`s corner – possibly a wipeable activity corner. Patients have asked for clock to be put back. Funding from ICB has become available because of all new housing in Knaresborough. A one off non-recurring money which can only be used for increasing clinical space. Practice will need to decide best use of money. In short term CS is looking at a portakabin to store medical records which will free up space in building where the records are currently stored. Options for altering layout of waiting room.CS also looking at new front door and whether porch needs replacing. A work in progress.1. Practice Update

CS presented bullet points from new Practice Newsletter/GP Update. The completed practice update is attached to minutes.* Staff – leavers and new starters- all documented in Update.
* Care co-ordinator role going well.
* YHN mental health worker to be appointed.
* Agreed that staff job list should go on website- can be linked with QR code.
* PPG could have dedicated FB group for patients.
* DR asked about staff event. CS advised group that practice looking at well-being event for staff ( including Stockwell Road staff). Possibly using Painting Pots in Knaresborough and PPG provide refreshments. Another idea – staff yoga sessions. Another idea- Great British Bake Off for staff and possibly PPG joining in!
* Flu and Covid- Flu vaccines on order. Not certain if Covid boosters to be given at same time.
* Unsure what lower age limit will be for Flu vaccines.
* Volunteers from PPG to help with Flu clinics may be requested.
* Book sale- approx £250 raised so far.

DR asked about time and motion study of GP partners. One partner has completed it- doing at least 10 hours extra per week. That partner is not full time.1. Dementia Forward Event
* A number of organisations have expressed an interest.
* A presentation from each group would be useful.
* Refreshments to be provided.
* Possible tombola/cake stall.
* Not keen to invite private groups as can`t really invite one group and not another.
1. AOB
* SB asked if other big notice board could be taken down. Apparently CQC require certain information to be displayed on notice boards. New digital information manager can look at what can be made available on the website with a link from the notice board.
* DR asked if the idea of having a blood pressure machine in waiting room had had further consideration. CS advised that it had been considered but decision made that it could cause

unnecessary work and that one of the HCA staff does regular b/p monitoring. Many patients are now doing b/p measurements at home anyway. 1. Date of next meeting

JC,SB and CS will liaise re dates for next meeting (AGM) and Dementia Forward event.Agreed dates- September 20th 2023 for AGM. October 11th 2023 for Dementia Forward Event. Dates will be advertised on Website.    | **CS JC and SB** |
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