**BEECH HOUSE SURGERY**

**Patient Participation Group**

 **Minutes of meeting Wednesday 26th April 2023 6.30pm at the Surgery**

**Present:**

Claire Saunders- Practice Business Manager

Dr Ian Marfell

Jean Carter-Joint Chair

Sarah Blood- Joint Chair

Susan Kitching

Debra Roberts

Karen Collyer

Grace Houldershaw

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| **Detail** | **Action by** |
| 1. JC welcomed all members to the meeting.
2. Apologies:

David SpencerRose Thewsey  1. JC expressed her gratitude to the Practice (particularly mentioning Dr Ian Marfell, ANP Sophie and CS and SB) regarding support during her recent bereavement and illness.
2. Matters arising from last meeting.
* Tombola raised £84 for PPG funds.
* Book Sale. Over £100 raised so far.
* CS did comment that we may have to register as a charity if raising funds but has not had official guidance on that so we do not plan to do this at present. It was felt that if patients are making a donation then this would not be necessary.
* CS will redo poster for book sale regarding suggested donation.
* Logo for wall- to enlarge on waiting room wall.
* Smaller poster to be used for PPG area- trying to encourage new PPG members. Also use of Social Media to reach a wider audience.
* CS redesigning children`s area with wall puzzles and wipe off boards
* CS added info regarding new paramedic to work in the practice hopefully on a Monday. Is urgent care trained and a prescriber.
* Discussion re use of pharmacists for dealing with minor illnesses. Many local pharmacies are closing. Lloyds pharmacy in Sainsburys has closed and Plebotomy service moving to Knaresborough Wellbeing Hub- every morning- 7.30-11am.
1. Practice Update

CS presented bullet points from Practice Newsletter/GP Update. This is attached to minutes.* CS posting regularly on FB page. Need to increase likes and shares to increase audience.
* CS planning to have new Front Sign for the surgery which is more eye-catching.
* JC advised that residents of Ash Tree Rd trying to get Keep Clear signage on Stockwell Road redone as needs to be kept clear for Ambulance access.
* CS advised that staff at Alexander House are using BH car park and she has tried to address this with them.
* Current GP Registrar Dr Chris Jacklin is excellent.
* Excellent new receptionist Rebecca.
* Justine De Taure- new Care Co-ordinator Role. Will be working with patients who struggle to engage and alongside the social prescribers. An evolving role.
* Pharmacists who will do medication queries and medication reconciliation after hospital discharge.
* CS explained role of YHN and how they support the practice and rent the practice rooms over a weekend and provide extra consultation time and offer smear tests over a weekend.
* BH signed up to “Find a GP” online to encourage new patients to register with the surgery.
* BH has an “older” demographic of patients- partly historic.
* Covid vaccine. BH will offer it to eligible patients (approx.1000 patients.) Immunocompromised patients will have Pfizer and all other eligible patients will have a new vaccine.

Some local pharmacies already offering it but very busy.* Trying to encourage another younger member of PPG- CS does suggest this to young students who apply to do work experience at the surgery.
* It was agreed that we would wish to keep our PPG just for BH but happy for joint meetings with other practice PPGs occasionally through the year.
1. Fundraising
* CS advised that 2 high-backed chairs with arms would be useful in the waiting room and a good idea for the PPG to fund. Approx cost £350 each. We could let patients know what the practice needs to encourage possible donations.
1. Dementia Forward Event
* Dementia Forward keen and also Carers Resource. Also Richard (Health and Wellbeing advisor) happy to be involved.
* CS JC and SM will try and identify a suitable date.
* JC suggested we could be involved with the next Knaresborough Community event next year.
* CS advised BH could possibly sponsor local Knaresborough events.
1. Waiting Room Upgrade
* CS will identify time to paint wall and do the tree logo. Notice boards will be removed and holes filled in and then wall will be painted magnolia prior to tree being painted. All PPG members happy to help.
* CS looking at quotes to replace the flooring throughout the practice. CQC are requiring risk assessments with carpeted floor. Carpet tiles currently in place so individual tiles can be replaced. A laminate would be the preferred flooring- easily moppable.
1. GP Contract
* New contract enforced on practice.
* QOF is one way practice gets paid- points mean prizes but then the practice is expected to do the same work with no extra payment the following year.
* IIF (Impact and Investment Framework) across a group of practices so all practices need to perform equally well to gain the points and funding.
* Some points been moved from clinical to “access”- all patients to be offered an appointment at first point of contact- practice is already very good at this. Plans still uncertain and hard to evidence improvement. PPG involvement will be needed.
* Practice is restricted in what they can organise which has limited the provision of minor surgery and joint injections. Hopefully more flexibility may be possible in the future.
* All PPG members agreed that we are very fortunate at BH with service provision and access.
1. Practice Staff Event
* PPG members all very supportive of contributing to a staff event to show appreciation of work that all the staff team do at BH. CS JC and SB will look at potential dates – perhaps after a training afternoon.
* CS advised that morale within Primary Care generally is very low due to work load and lack of staff and resources within all the aspects of Primary Care including District Nurses.
* CS has asked all Partners to do a time and motion study to look at actual hours worked during the week.
* GP appointment lists are now capped daily to protect the GPs whose workload has risen inexorably. Will always deal with acute emergencies.
1. AOB
* No other items of AOB
1. Date of next meeting
* A meeting the week before the Dementia event. CS JC and SB will liaise re dates.

  1. AOB

No other items of business.1. Date of next meeting

 Wednesday 6.30pm at the surgery.    | **CS****CS JC and SB****CS****CS JC and SB****CS JC and SB** |
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