## Minutes

**Meeting 14th September 2022 – Location: Ainsdale Medical Centre, face to face**

1. Attendance

Present – Ken Lowe, Brian Kneale, Bernard Carine, Len Morris, Jean Washbourne, Andrea DeCort

From the surgery – Assistant Practice Manager – Jenna Jones, Secretaries – Chelsey Byrne and Gill Mayren, GP Registrar Emmanuel Okenyi

Apologies – Sheila Sides, Alan Sides, Mike Hilton, Ann Rothwell, Ian Watson, Lynn White and Carol Berry.

1. Minutes of the last meeting and AGM

Minutes from July meeting approved by email and posted on AMC website

1. Actions arising from the minutes

No actions outstanding from last AGM. Other action items on the agenda.

1. The Chair read a brief report of what we had achieved in the last difficult year due to Covid. See report for details
2. Review of policies/guidelines:

* Terms of Reference

Thanks to Andrea de Cort and Brian Kneale for all their hard work in producing the updated ToR. This has also been reviewed and agreed with the practice. The new ToR approved unanimously by all present.

Feedback has been received suggesting that the meetings are sometimes too long especially when incorporating a presentation.

The chair proposed that we would continue with Wednesday lunchtime meetings at 1pm for a maximum of one hour. Dates for the PPG to be aligned to practice training days when the practice is closed. Dates to be announced later and the next meeting will be March 2023.

The chair also proposed that any external presentations will be at 6pm using Teams or similar online and not at our quarterly meetings. Vote on accepting changes – everybody voted yes and agreed to the changes.

1. Notification of Group members standing down

Roger Grand stood down, but will help with flu clinics etc. Ian Watson stood down as he is unable to attend meetings on Wednesday afternoons. He also would be happy to help at flu clinics and help in reviewing documentation etc. Helen Graham stood down as chair and resigned from the PPG.

All members present and those not standing down have agreed to continue as PPG members

1. Practice update by Jenna Jones

Changes to appointment system as of 3rd October – advanced appointments will be staggered and available on a weekly basis to help reduce number of patients phoning at 8.30am.

**Action**. In response to request from PPG members, the practice is looking into on-line appointments however, this is still being discussed with Sarah and Partners. Nothing confirmed yet.

**Action.** PPG queried whether nurse appointments could also be released to book on-line. Jenna explained that this would be difficult due to the differing timeslots depending on the nature of appointment. This will be discussed with Sarah.

Also explained that AMC are trying to link medication reviews with annual reviews. Patient’s will be contacted by month of birth. NHS checks no longer contracted.

We are awaiting confirmation as to whether the surgery could have an I-Pad to assist patients struggling with Apps such as Patient Access and NHS App. Receptionists would be able to help patients if required. This seemed to be supported by PPG however, a concern was raised as to whether we would have enough staff resources for this. It was suggested by PPG that maybe a tutorial could be arranged for patients to attend in groups.

**Action.** Does AMC website direct patients to the NHS App? **Yes, this is on the Practice website, under Services, Patient Access/NHS App - with instructions on how to register and an information leaflet attached.** [www.ainsdalemedicalcentre.nhs.uk](http://www.ainsdalemedicalcentre.nhs.uk) –

Flu clinics were confirmed as 12th & 19th October for the over 65’s at the Methodist Church. 12 volunteers from PPG have been confirmed.

Under 65’s at risk will be held at the surgery on the 8th October and is by invite only.

PPG member asked whether Covid boosters could be done at the same time as the flu jab. Jenna explained that the flu jabs are separate to Covid boosters which are dealt with via 119 or using the NHS online application. This has worked well when using a browser online, but not always with a mobile app.

Building work due to finish at the end of October.

Surgery will be closed Monday 19th September for Queen’s funeral. Our usual bank holiday message will be on the answerphone for any patient’s attempting to contact the surgery that day.

**Action.** Ken requested that quarterly stats as per last meeting be made available to the PPG and added to the AMC website on a regular basis. **Stats have been added to the website as requested.**

1. Flu clinic/Healthfare 2022.

Chair stated that we have a full list of PPG volunteers for the flu clinic stewarding and to talk to patients about alternative ways to get help when feeling ill. The same information is now on the website.

Action. Handouts will need to be produced for those patients with no online access. **Information leaflets have been produced and will be printed and handed out at the Flu clinics.**

1. Any other business

Some members of the PPG struggled to get into the surgery for the meeting due to the doors being locked. It was suggested that the side door (patient car park entrance) be left open next time for PPG meeting.

**Action.** Chair referred to a questionnaire used by PPG members a few years ago to collect feedback from patients and wondered if this is worth doing again sometime next year. Practice Manager to discuss with partners. This would be good for CQC inspection to show what the PPG have done for the surgery.

1. Election of Chair and Deputy

Ken Lowe elected as Chair

Brian Kneale elected as Deputy