**The Croft Surgery, Kirkbride. Patient Participation Group September 13 2023**

**Welcome and introductions**

Welcome to new member Jennifer Sowerby. Round of introductions

Janice Hedworth, Kath Johnson, Naomi Kay, James Knox, Sharon Seth, Oonagh Taylor, Grace Weller, Sam Willis, Sue Gallagher

**Apologies** received from Wendy Betts, Gwen Lattimer, Ann Kirk, Anne Ellis, Liz Sarginson, Jane Matthews

**Resignations**. Rod Mostyn, George Hill, Linda Bradley

**Staffing update**

Dr James Cam is now at Carlisle Healthcare, Dr Helen Reid maternity leave, new receptionist Hannah. Some members had been asked about turnover of reception staff and the impact of continuity. A number of reasons, including moving on or flexing of roles among the team. It was acknowledged that as long as the first contact is helpful, and productive – that is what is important.

**Patient experience**

James shared the recent patient feedback stats. A negative response in August had been received, and, given the number of responses for this size of practice, this altered the usually high level of satisfaction, but our group reassured the team about good experiences, and also asked about the welfare of the practice team, and how that is addressed.

**Appointments**

Multiple issues may need multiple appointments and the group acknowledged the challenge for the team given the numbers of appointments being made. Examples were given where double appts were made, and we acknowledged, through our networks across other areas, that there are negative experiences out there in other practices. James informed us about E Consult which is another option: a questionnaire on line, with description of symptoms, which may not need a follow telephone call or appointment, but may result in a prescription or some self care. We reiterated a preference by some patients for F2F.

**Medication shortages**

James updated on the on-going situation: variable stocks affecting multiple medications. Some times people have to go to alternative pharmacies for their meds, and there are challenges when you may find yourself having to go to more than one.

**Cholesterol audit** – a requirement on GP practices, to check on level of treatment.

**National Hypertension case finding**. Growing concerns now about the numbers of younger people with hypertension and the need to get these identified. Can our group spread the word? Is this information on our website? Can SMS be used here?

**COVID/flu clinics** Next **flu** clinic is Sat 7th Oct at the surgery. BP machines will be available on the day and PPG members might be able to suggest that they are available, whilst marshalling folk. There will not be a Covid clinic. People will receive letters and then book at one of the venues available. Kath has kindly offered to fund some simple badges with surgery name and “Here to Help” or similar, to help identify the PPG members who are volunteering on the day.

**The practice population**. There are now 70 more patients – not insignificant on our current list size. There are 100 patients on the list from out of area. Some city practices are “deducting” patients who are not in their catchment. It has been reported that patients don’t always get notice/know this has happened. There is further housebuilding all around, and this will undoubtedly lead to pressures.

**Health and Wellbeing day**

Lots of enthusiasm for this event – probably the whole day instead of half a day. Janice will check dates on **Saturdays in March 2024** to agree a date with the school and let us know. We already have ideas about whom to invite. When we get a date there will be a small subgroup formed to lead on this and co-ordinate. **Action**  Janice

**Equipment fund**

 £1256.84. Ann and Janice will be managing this fund.

**Any other business**

**Resignations**: in recognition of their long time and commitment to the group, George and Rod and Mary (Previously long time member and managed fund with George) will be presented with a rose at the end of one of the PLT (Protected learning time) afternoons. Some of us can attend this if available **Action**  date TBC Surgery team

**Recruitment** Anne Ellis sent in idea that we need to PROACTIVELY recruit men to this group. **ACTION**  ALL of us.

**Eden Valley** could do an outreach visit about their services. Need as sufficient expression of interested. We could also invite others. **ACTION**  ALL of us

**Powers of Attorney** :Sue asked how these forms were stored at the surgery. They are digitised.

**FREE NHS eye test** at home or in care for those eligible. Sue felt this is an important part of care (along with eyes/teeth and feet) which may get overlooked/deemed less important. She provided information on Osprey - Company which provided this service.

**Stop and Watch:** this was designed to support those who may be caring for someone at home and for carers in care homes, to help them identify matters of concern – eg low mood, balance, pressure, loss of appetite … and be able to raise these matters with key personnel.

**Next meeting**

**Weds 28th February 2024 7.30 Port Carlisle Bowling Club.**