

PATIENT PARTICIPATION GROUP
MEETING ON 5th SEPTEMBER 2022

ATTENDED

Michelle Roberts
Lynne Harris
Dr S Naeem,
Sam Cassell
Mr John Berry
Mr Steven Brettell
Mr Ronald Moore
Mr Gareth Stacey
Mrs Wendy Shepherdson
Mrs Peggy Hodson

1. **APOLOGIES** - Mrs K Milner, Mrs M Pygott – resignation letter received prior to meeting.
2. **Previous Minutes**
The minutes from the previous meeting were agreed and approved. Proposed by Mr. R. Moore and seconded by Mr. G. Stacey.
3. **Matters Arising**
No matters arising from previous minutes
4. **Social Prescribing**
Sam Cassell – Social Prescriber attended the meeting and introduced herself and the social prescribing service. Also
Explained patients can be referred to the service via the GP surgery by any staff member using the Elemental referral system. They can help patients with social matters e.g. housing issues. Patients will generally have 6-8 contact sessions. Resources within the East network are good at the moment – may change in the future as cost-of-living increases. There is no waiting list for the service and face to face appointments are encouraged. Social prescribers attend Killingholme Surgery every other Friday afternoon. WS/JB to deliver leaflets introducing the service with fortnightly deliveries.
5. **Doctor's Report**
Dr Naeem welcomed the PPG back to the surgery.
Dr Naeem confirmed that while face to face appointments were available and had never actually stopped during the covid 19 pandemic, telephone triage would remain for certain cases and that this has worked well for accessibility for a lot of patients. It has freed up appointments for those who do need to be seen. Should patients prefer a face to face appointment they can simply ask the receptionists who will accommodate.
Minor surgery procedures have resumed within the practice including ear syringing.
Discussed the changes to the building with regards the new room and revamp of the waiting area – the surgery received funding from the IIF.
Confirmed flu and covid vaccination clinics will be done at the surgery.

6. Practice Managers Report.

MR gave brief run down of staff changes:

Lynne Harris asked to introduce herself as the Advanced Nurse Practitioner to the PPG. Gave brief background introduction and experience.

Michelle Roberts introduced as practice manager after taking over from Angela in April following her retirement.

Amanda Clark new receptionist joined the surgery in April.

Amanda (Mandy) Scott PCN Care Coordinator joined the surgery also in April, employed by the east network, Mandy provides extra support to admin staff and processes at the surgery. Role is varied and will be developed. Mandy will be point of contact for the covid/flu vaccinations.

MR confirmed Sue the chaplain has now resumed face to face sessions at the surgery with patients. She will also continue telephone calls as needed.

Flu and covid clinics will be starting soon just awaiting delivery of vaccines.

MR explained Medefer is a service employed by the NHS to reduce the pressures of the backlog of referrals due to the pandemic and current referrals received by the hospitals – first point triage service.

Discussed looking to recruit new members of PPG to be more representative of the patient population.

Confirmed appointments with current nursing team:

Lynne ANP – telephone and face to face

Christine Practice Nurse – all face to face

Current list size 1530+

7. Chairman's Report

JB confirmed Windfarm funding was rejected.

PPG bank account – discussion as to whether to keep open or close the account. To be decided at Decembers meeting (after meeting note – bank account was closed by Lloyds 22/9/22 due to inactivity)

Medication delivery service has been running for 8 years. WS has now taken over from Brian on the deliveries with JB. Deliveries are now made fortnightly.

8. Thoughts for the future

9. Any other business

Changes from CCG to ICB mentioned. JB to try and get member of ICB at next meeting to discuss changes further.

10. Next meeting: Monday 5th December 12 noon.