

**THE VALLEYS MEDICAL PARTNERSHIP PPG**

Date: **Thursday 21st July 2022 @ 6.30 p.m.**

Venue: **Meeting held at Moss Valley Medical Practice**

1. **Attendance & Apologies**

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| **Present:**  Glyn Jones (Chair)  Mike Simms  Andrew Watson  Jenny Mills  Howard Mills (Minutes)  Shelley Hinson  Wendy Jones  John Needham  Bernie Highfield (Practice Manager)  Dr Louise Moss – GP Partner  Johanna Brown – Primary Care Research – National Institute for Health & Social Care (NIHCR) (item 5) | **Apologies:**  Pat Boyle  Ryan Bond  Sarah Bond  Mike Kirby  Evelyn Kirby  Mary Milner  Helen Lane  Margaret Askham |

1. **Chair’s Welcome**

Andrew Watson was welcomed to his first meeting. Helen Askham is also joining the PPG but was unable to attend this meeting. Apologies were received from several members (these are noted – see above).

1. **Minutes of Meeting (May 12th)**

The minutes were approved as an accurate record.

1. **Matters Arising from Minutes**

**Increase PPG Membership**

Ryan’s work on the poster was deferred to a future meeting.

**Access to Medical Records on NHS App**

The date for the introduction of automatic access to patient records via the NHS app facility has been moved to November 22.

**Medicines Order Line (MOL)**

Work is needed to improve the Medicines Order Line (MOL). Glyn offered to provide feedback to Gavin – the Practice Clinical Pharmacist/Partner.

1. **National Institute for Health & Care Research**

Johanna Brown described how NIHCR works with GP practices to support research in the region, within a framework of good clinical practice standards. There is a small payment to Practices to support work undertaken in situ. A wide range of work is being undertaken e.g. dementia, covid.

1. **GP Appointments**

An interim review of GP triage and AccuRx online has been undertaken within the Practice by Dr Martin since its inception. Results are positive from the first 50 events (33 at Moss valley and 17 at Gosforth Valley), 86% of which were submitted online via AccuRx and 14% via telephone.

This should enable doctors to make better use of their available time and provide quicker access to services for patients.

This led to a discussion about how best to facilitate access to the website more user friendly. It may also lead to a drop in the number of appointments missed (‘DNAs’). The issue of automated reminders for appointments was raised, but this is difficult to do using the current system of working from one list.

The problematic issues re medicines order line were raised. Glyn noted issues were not limited to MOL, but there were also issues with obtaining prescriptions from Peak Pharmacy. It was agreed that Glyn will approach Peak Pharmacy re input to a future meeting.

1. **Practice Update**

**Friends & Family**: June report of 20 responses (handwritten), 18 of which received good / very good rating.

**Covid**: planning for Autumn vaccinations is due to start next week. The aim is to do Covid and flu at the same time, but this is supply dependent.

**Patient Survey**: results to go on website and for discussion at meeting in September

**Staffing**: Moss Valley

* + New receptionist – Ellie (f), started in July
  + New trainees:
    - Dr Chmielewska (f)
    - Dr Egodo (m)
    - Dr Damilare-Akintade (f)
    - Dr Abdelgani (f)
    - Dr Adewale (m)
    - Dr Watson (f)
  + x2 medical students starting next week

Gosforth Valley

* + New receptionist – Rebecca (f), starting 25th July
  + New trainees:
    - Dr Bodunwa (m)
    - Dr Aimola (f)
    - Dr Fernandez (m)

1. **Any Other Business**

**Local community services**

Shelley updated on meetings / services that were available to people in the local community.

**Letter from PPG Member**

Mike & Evelyn’s letter was discussed. All present agreed that it was very important to have a doctor present at PPG meetings. In future Dr Martin (GP Partner) will attend PPG meetings held at Gosforth Valley. The Chair will reply to Mike & Evelyn’s letter.

**PPG Membership**

It was agreed that in future expressions of interest in joining the PPG should be routed to the PPG chair. Glyn consented for his email address to be made available on the website.

**Waiting Room**

The absence of admin staff ‘front of house’ was raised. Recruitment of staff may ameliorate this problem somewhat. There seems to be a difficulty for some in locating the bell at Reception. Following discussion, Bernie suggested simulating a patient ‘walk through’. It was agreed that this is a good idea, and Andrew would provide the walk through for Moss Valley Medical Practice and Glyn and John volunteered to undertake the walk through for Gosforth Valley Medical Practice.

1. **Date of Next Meeting**

Thursday September 8th at Gosforth Valley

Glyn closed the meeting and thanked everyone for attending.