

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

St Andrew's Surgery

Date: 11/12/2024

Time: 17:30

Location: Salvation Army

Present:

- Jackie Davenport (Chair)
- Claire Rackham (Deputy Practice Manager)
- Rachel Harrison
- Will Eittle
- Beverley Eittle
- Freddie Moore
- Pauline Tostevin
- Penny Bachelor (New member)

Apologies:

- Alan Drayton
- Margaret Moore (Health reasons)

1. Minutes of Previous Meeting

- Not available due to technical failure and resignation of previous secretary
- Claire will attempt to recover recording and bullet minutes

2. Welcome to New Member

- Penny Bachelor introduced herself
- Shared personal experience with sepsis and her involvement in sepsis awareness campaigns
- Currently involved in James Flint research regarding GP and consultant management of sepsis

3. Secretary Position

- Position currently vacant following Clare's resignation
- AI assistance for minute-taking being trialled
- Members asked to consider taking on role (possibly on 6-month rotation basis), will be very little to do if AI is successful.

4. Practice Update

Growth and Statistics:

- Practice grown by 847 patients in last 12 months
- Current patient list: 13,335 (exceeding predicted 12,775)
- 37% of patients on repeat medications
- Depression remains most prevalent long-term condition (14% of population)
- November appointments: 5,176 (highest this year)
- DNA rate: 1 in 19 appointments (267 missed appointments, 50 hours lost)
- Appointment modes: 77% face-to-face, 22% telephone

Staffing Updates:

- Nurse Lauren departed
- New nurse Julie joined (nurse practitioner/chronic disease management)
- New nurse practitioner joining in February
- New Practice Nurse joining in February

- Dr Calver commencing maternity leave
- Dr Alam joining as maternity cover
- Dr Aung departing for Australia in January; replacement secured

Care Home Services:

- Now providing services to both Fleming House and Alston House care homes
- Dedicated GP ward rounds established for both facilities

New Initiatives:

- Transitioning from eConsult to Rapid Health system in January
- Soft launch planned with GP monitoring
- System will maintain telephone access option

5. Patient Behaviour Concerns

- Significant increase in abuse towards staff noted
- Recent security incident requiring practice lockdown
- Zero tolerance approach to abuse being reinforced
- Newsletter being prepared to address these issues, PPG members shared their feedback and supported the newsletter

6. GP Collective Action

- Practice participating in BMA-suggested actions
- Focus on safe working practices
- Implementation of 32-patient daily limit per GP
- Aim to highlight funding and workload issues

7. Date of Next Meeting

Wednesday 12/03/2025 at 17:30

Meeting closed at: 18:30

Minutes recorded by: AI Assistant