

Moss Street Surgery

Notes of the Patient Participation Group Meeting held on Monday 23rd May 2022 at 6.30pm at Moss Street Surgery

Present:

Kay Rimmer	Patient Representative/Chair
Helen Stead	Patient Representative
Pam Smith	Patient Representative
Paul Stevens	Patient Representative
Tina Taylor	Practice Manager
Emily Gallimore	Practice Manager

1. Welcome

Kay welcomed those in attendance.

2. Apologies for Absence:

Dr Mir, GP Partner
Doug Smith, Patient Representative
Helen McDonough, Patient Representative

3. Staff Changes

Tina advised members that Emily would become Practice Manager with effect from June 2022 following completion of her management qualification. Effectively the role of the Practice Manager will be shared between Tina and Emily with equal responsibilities. The hours of work will be across 5 days and there will be some crossover periods to ensure good communication.

Members were also advised that Julie Clifford is also retiring from the practice. Julie will be leaving the nursing profession to train in a new direction. Group members present conveyed that they would be sad to see Julie leave but also commented that some of them had consulted with our new nurse, Claire and found her to be very helpful and professional.

4. Covid Vaccination Programme

The Spring vaccination is underway and there are plans to commence the autumn programme early in September. The programme for our locality will hopefully be delivered at the Roman Way.

5. Cannock North PCN (Primary Care Network)

i. Extended Access Hours

Members present were advised of the changes to extended access which were planned for October 2022. They were advised that some of the (in-core hours) extended access appointments were currently delivered in the practice with a % being delivered at Cannock Hospital (GP Suite). Predominantly in the practice, the in-core hours are undertaken by our practice pharmacist, Jaz Dillon. Members believe that Jaz's consultations are invaluable and would prefer the practice to continue with these in-house if possible.

ii. First Contact Physio

A new physiotherapist, Marie Brown will be supporting Paul Hanson, albeit on a remote basis. Paul will continue to work at Moss Street for one session per week and Marie will

also cover one session off site. Positive feedback was received from members in attendance about consultations with Paul.

iii. Newly Appointed PCN Manager

Carrie Stockley has been appointed as the Cannock North PCN Manager. As a former Practice Manager, Carrie brings with her a wealth of experience and knowledge about delivering high quality care in primary care.

6. Veteran Friendly

The practice have been contacted about becoming Veteran Friendly and would be happy to embrace this. Tina and Emily asked if any of the PPG members would be interested in helping us to become Veteran Friendly. Pam Smith commented that it was something she would be happy to look into further and feedback to management.

7. Friends and Family Test

The F&F test will become effective again under contract from 1st July 2022. The practice have linked the F&F test via the practice website but will also be setting up a box for patients to complete when in the surgery. It was also suggested that maybe a link could be sent via text following attendance at the surgery. This is something that can be looked into.

8. Significant Events/Complaints

Members were advised that the practice had received three complaints since the last meeting and were discussed in more detail. The first was a complaint from a patient that had been issued with a 'zero tolerance' letter from the practice following verbal abuse in the reception waiting room, the second was from a patient seeking re-registration after leaving to join another practice and the third was from a patient about lack of understanding about a condition. Each of these have been investigated and responded to without further communication.

The practice had however received two positive comments on the practice Facebook page and NHS Web page, which were appreciated.

The practice had also received a 'thank you card', flowers and chocolates from the spouse of a lady who fell on the practice car park. The lady was not registered with the practice but collecting a prescription for a relative. She was supported by the management team and Dr Gallimore on the carpark for approximately one hour whilst waiting for an ambulance to take her to hospital for further assessment/treatment.

9. Any other business

A question was raised about Monkey Pox particularly if there had been any local cases. The management team were not aware of any cases in the practice although clinicians have received directive in terms of assessing cases.

Discussion took place regarding patients relocating to the area from Ukraine. It was reported that the practice had only received a couple of requests to join from Ukrainians living with patients registered with Moss Street surgery. Interpreting service was currently being explored.

10. Date of next meetings:

Thursday 8th September 2022
Monday 28th November 2022