

**Minutes of the Holmcroft Patient Participation Group Committee
Meeting
held
6pm Tuesday 9th February 2021**

Present: (MB)
(NC)
(ID)
(LG)
(AJ)
(CJ)

1. Apologies:

There were no apologies.

GR has resigned due to personal health issues.

2. Minutes of Meeting held 11th February 2020.

The minutes of the meeting held 11th February 2020 were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 11th February 2020.

- Social Media and Member Recruitment.

NC confirmed that he had met with Abi as agreed but had not proceeded any further. He advised that he will have something to report at the next scheduled meeting.

Action: NC

- Blood Test

No further concerns had been highlighted in the last 12 months.

- NHS Consultation Link.

NC confirmed that the link had been circulated.

It was agreed that other actions had been overtaken by time or would be covered by later agenda items.

4. HPPG Membership

It was agreed that, given the current situation, it would be sensible to defer the next AGM until 2022 and that all members should have their term of office extended by 2 years.

5. Surgery Update

AJ Advised of the following:

- COVID-19 Update.

Changes in working practices that have been implemented during the pandemic to give as much protection as possible to patients and staff.

These include:

- Setting up of a Hot Hub to isolate potential COVID-19 Patients.
- Staff and patient temperature checks on entering the building.
- Initial telephone consultations where possible.
- Control of patients entering the surgery. Being met by the clinician they are scheduled to see.

During these difficult times staff had pulled together and worked well as a team.

- Flu Clinics

Clinics had a high uptake.

- Telephone System.

Few problems are now being encountered.

- CQC Visit

Overtaken by pandemic.

- Staffing

- Abi has left and her Facebook work taken on by Kate/Victoria.
- Phlebotomist Jackie has left and been replaced by Yvonne.
- 1 new receptionist has started called Bev
- Our Apprentice, Paige has left and a new Apprentice has started called Elisha

- Dr. Subramaniam is leaving the Practice at the end February. A salaried GP will be recruited to replace her.

- Current Research Projects
 - There have been no new projects.
 - NC confirmed that he had distributed a recruitment flyer on Mild Cognitive Impairment recently.

- Primary Care Network
 - Our PCN, Castlefields, SHAW, Wolverhampton Road and ourselves, have worked very closely and effectively during the pandemic.
 - Three first contact Physiotherapists have been appointed giving cover for 5 days.
 - A Pharmacist has been appointed and will carry out medication reviews.
 - A Pharmacy Technician is being recruited.

- Community Link Advisors
 - Kath Shires - Attendance at meeting to be postponed for the time being.

- Complaints
 - 13 complaints received in the period 13/01/20 to 11/01/21.
 - All one offs. No trend.
 - Included:
 - Concerns about timing of telephone conversations
Delay in patients being called after given appointment time
 - Prescription availability
Patient's prescription not been available at a pharmacy on a Friday evening
 - Patient not receiving a Face to Face appointment

Patient who felt their problem should not have been dealt with over the phone – felt an initial F2F appointment was necessary

- IG breach
Patient notes sent mistakenly to the wrong patient

Samaritans visit

Overtaken by current situation.

6. Any Other Business

Members confirmed that they were happy to continue to receive the Stakeholder Updates and other documents distributed by the chair.

Members were asked to advise the Chair if they had any suggestions for agenda items for future meetings.

7. 2021-2022 Meeting Dates

Distribution of the schedule included in the meeting pack was confirmed with all dates being the 2nd Tuesday of the appropriate months.

The next meeting is scheduled to will take place 6pm Tuesday 13th April 2021.