**MEETING MINUTES OF PPG**

**28TH SEPTEMBER 2022**

**APOLOGIES IR -**

**PRESENT - GROUP MEMBERS SC DF MP DC POC MAC**

**PRACTICE STAFF TT SM ML DW**

**MATTERS ARISING FROM LAST MEETING**

**TELEPHONES**

This still seems to be an issue. MAC has suggested a wording change if possible. Agent is not appropriate wording to use for a Receptionist. SC also said we don't now get told what number we are in the queue. ML (Reception Manager) has said she will look into this.

**MINUTES**

The Minutes are to be agreed by Group Members & Chairman to be informed & also advised if there are to be any amendments.

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**ALL NEW MEMBERS WERE WELCOMED**

**LIST CLOSURE - 3 MONTHS**

TT (Practice Manager) Felt it appropriate to attend to inform us of the situation at the Surgery. This was a passionate and emotional speech. Due to the situation at various other Surgeries there has been an influx of people wanting to join the Practice. This then adds extra pressure due to an increasing list size, which has led to the Practice making a request to the ICB for the list to be closed. The ICB has only given permission for a 3 month closure of new patient registrations. There has also been a request made for Practice to close for 1 hour a day to enable staff to complete admin work during this period . No authority given as at time of meeting. Other Practices close for this length of time

The group will support the Practice in any way they can. A petition could be started and the group are prepared to sit in the waiting room and talk to patients and ask them to sign the petition. The Group could also email the ICB themselves over this.

**ABUSE OF RECEPTION STAFF**

This is ongoing and threats to harm staff have even been made. With this happening and the volumes of work they have to do, 3 have now resigned as they cannot cope anymore. MAC & SC both said they would be prepared to sit on Reception to do a "stint" but this for many reasons is not viable.

**HOME VISITS**

MAC asked if home visits were undertaken. This is still the case but some visits are made by the AVS Group Doctor Service.

**CONTINGENCY PLANS**

SC asked what would happen if there was a breakdown of the computer system. The Practice have laptops and a business plan in place,

**INFLUENZA/COVID SEASON**

We were reminded to ensure we book our flu/covid injections.

**FREQUENCY OF MEETINGS**

It was suggested these were held twice yearly so they do not get repetitive. They would possibly be a bit longer, depending on the Agenda.

SC volunteered to do the Minutes.