

PPG Meeting

25th January 2022 12.30 via Microsoft Teams

Chair- Nicola Wright- Practice Manager

Attendees: 7 patients attended

Apologies: 4 patient's sent apologies

COVID booster vaccination programme	<ul style="list-style-type: none">• Covid vaccinations are continuing for eligible patients.• Numbers as at 24/1/2022 as follows<ul style="list-style-type: none">○ 1st 9013 patients○ 2nd 8604 patients○ 3rd (booster) 7406 patients• Boosters completed at residential care homes• Continuing to send invites as an SMS messages, with a direct link to book the appointment. We have also sent letters or made phone calls to those patients where we do not have a mobile number• Drop-in clinics are running at Cheltenham East Fire station for eligible patients on Thursday evenings and Sunday mornings. Our website contains information on these clinics
Changes in staffing	<ul style="list-style-type: none">• The current practice manager, Nicola Wright will be leaving the practice mid-March to move to a new role with the Local medical Committee. Nicola has been at the practice for almost 7 years and is leaving with sadness• Currently recruiting for a new PM and hoping to have someone in role shortly after Nicola leaves. Nicola will continue to support the practice once the new practice manager starts to ensure a smooth handover

	<ul style="list-style-type: none"> • We welcome our new reception manager Pat Weatherley to the practice. Pat brings over 10 years of primary care experience gained at Greyholme and Cleavelands Surgeries. • We have a new Health Care Assistant Beth Hawley, who joined the team in late December. Beth has many years of experience in secondary care and is looking forward to joining our nursing team. Beth will be continuing to run early morning clinics on a Monday morning. Beth will support our nursing team with vaccinations, wound care, NHS health checks and will also be undertaking spirometry once she has completed her training. • We welcome back to our reception team Natalie, and also welcome Claire and Paula to the team • We will also be welcoming 2 new final year GP trainees to the team, Dr Rosa Matthews and Dr Hattice Akkas
Practice Improvement works	<ul style="list-style-type: none"> • During the last 18 months we have taken the opportunity to complete some practice improvement works. This has included: <ul style="list-style-type: none"> ○ Repainting all clinical and non-clinical areas of the practice ○ Fitting non-slip clinical flooring throughout the surgery ○ Replacing examination couches and lights ○ Replacing the automatic entrance door with a sensor to make access easier for all patients ○ Replacing signage around the surgery including fire exit signs • We will continue to look at opportunities to make further improvements

<p>Network Planning</p>	<ul style="list-style-type: none"> • We continue to have a strong working relationship with our 4 Network practices • Additional staff recruitment <ul style="list-style-type: none"> ○ We are looking to recruit an additional clinical pharmacist which would give us a team of 5, providing additional prescribing support to our clinical team and allowing for more structured medication reviews, patient appointments and medication support. We are also hoping to recruit a second pharmacy technician to support the pharmacy team. ○ We are looking to recruit a second care co-ordinator to our social prescribing team. This will help us provide additional support to our care homes • The community respiratory clinics trial with Mr C Sharpe, respiratory consultant, has provided to be successful and these are continuing, with the next one at Sixways in March • We are in the process of recruiting a new Business Manager for the Network. They will provide management support to our Clinical and Assistant Clinical Director and help us bid for additional funding for new projects and initiatives to support group working and patient care.
<p>AOB</p>	<ul style="list-style-type: none"> • Virtual Support groups- we discussed that one of the benefits that has come from the pandemic is the increase of virtual meetings and support. There are now a number of virtual support groups available for different clinical conditions. NW confirmed that we do add information to our website when we are

	<p>aware of these, for example the Gloucestershire Carers Hub often run virtual support. We will look to find out about other support available to patients and add this information to our website and social media</p>
Next Meeting	<ul style="list-style-type: none">• We will look to hold the next meeting once the new PM is in role. Date TBC