

# THE TOLLGATE PRACTICE

## PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON FRIDAY 14<sup>th</sup> July 2023 AT 1.00PM

### ATTENDEES

Surgery Staff: Annette Bloomfield (AB) Paul Kusel-Baun (PKB) Kerry Saunders (KS)

Patient Members: Chairman -David Mills (DM) Secretary - Michael Vass (MV) Christopher Dowsett (CD) Rosemary James (RJ) Peter Walker (PW)

1. **Welcome & Apologies.** DM welcomed everyone to the meeting. Apologies for absence had been received from Pamela Hurcomb, Angela Young & Jason Crouch. Post the meeting MV found that in his absence apologies had also been sent by Susan Spice, Keith Tucker & Jane Philips.
2. **Minutes of the last meeting** held on the 21<sup>st</sup> April 2023 were unanimously approved.
3. **Matters Arising.** Nothing not covered by the agenda.
4. **Surgery Pharmacist's.** CD told the meeting that he had requested this to be included on the agenda in order for him to be able to thank the team for the help he had recently received. The meeting recognised the benefit of having a dedicated team dealing with medications and medication reviews.
5. **Practice News**
  - a) **New Team Members.** AB updated the meeting on recent/pending staff additions including Anne Bradshaw (Childrens Mental Health Practitioner) Obiukwu Okonkwo (Pharmacist) Talisa Shurlock (Pharmacist Technician) Chris Black (Apprentice). Finally, two new registrar doctors would soon be joining the surgery.
  - b) **"Meet the Team"** AB felt it would be helpful if the PPG members had an opportunity to meet with a member of the surgery team at each meeting and hear first-hand about their roles. The first "volunteer" was Kerry Saunders (Prescriptions & Care Coordinator). Kerry explained that part of her role was helping to ensure that long term prescriptions were providing patients and the surgery with the best value and benefit (as new medications became available), additionally her role also involved directly contacting vulnerable patients - mainly by telephone - who might be in need of extra help or assistance.
  - c) **Premises Update.** AB & PKB outlined the frustration they felt at the delay that was occurring in bringing the additional rooms into use. The main issue was related to funding with the landlord, NHS England and ICB (Integrated Care Board) all involved. Hopefully progress would soon be possible but it seems that the original plans, which involved also moving Reception, would need to be revised.
  - d) **Garden Renovations.** AB confirmed that she was still determined to transform the area into a "Well Being Garden" for use by patients and staff. Part of the plan was to include a seat dedicated to Terry Chandler, who sadly died recently, and had previously been a valued staff member. During her time at the surgery, Terry had started research on Asthma treatment and the practice was hoping to continue her work in conjunction with an American company.

e) **Flu / Covid Clinic.** AB confirmed that the surgery would be holding Flu Clinics on the 16<sup>th</sup> and 23<sup>rd</sup> September and would welcome any assistance that PPG members could provide. Also, in the Autumn there would be a further Covid booster for some groups but as yet no details available.

f) **Monthly Statistics.** The meeting considered the latest figures – DNA's remain a concern as they are a waste of Doctors and Clinicians time.

#### 6. AOB

a) **Doctors.** DM requested an update of names of the doctors working in the practice which AB provided as follows : Dr Kamal Abeyundara (m), Dr Enoka Bopitiya(f), DrEwa El Graoui(f), Dr Tamas Halasi (m), Dr Lilliana Szitty(f), Dr Stephen Jones (m), Dr Burham Wani(m) – GP Registrar, Dr Poonam Rai (f) – GP Registrar. It was also noted that in addition to the permanent team the surgery also have Dr Rascool, Dr Suresh and Dr Roberts providing cover when members of the permanent team are taking annual or sickness leave.

b) **Patient Donation.** AB reported that a donation from a patient had been used by the surgery to purchase equipment used in connection with a “Doppler” test – which measures blood flow in the legs.

c) **National GP Patient Survey.** AB told the meeting that the latest survey results had just been published and that the surgery results were extremely encouraging and better than the national average in all categories bar one. She was hoping that the CQC would soon be visiting again which would allow the “requires improvement” rating to be updated.

**7. Date of Next Meeting.** Agreed that the next meeting would be held on Friday 27<sup>th</sup> October at 1.00pm.

The meeting closed at 2.15pm