

## **Minutes of College Road Surgery PPG Meeting held 11<sup>th</sup> January 2023.**

**Attendees:** J. Hughes: S. Hadley: K. Mountford: AM. Webster: J. Allen: G. Bestwick: O. Bishop: J. Grant: T. Watts: B. Chare: R. Sellarajah: Dr S. Mula.

**Apologies:** P.Allen: G.Cox.

- The meeting was opened at 6.30 pm and J. Hughes welcomed all..
- The minutes of the last meeting held on 13th September 2022 were accepted as a true and accurate record of what there and then took place. Proposed J. Allen. Seconded S. Hadley.
- AN open letter sent to the practice by J. Hughes was distributed, hi-lighting the problems being experienced by patients in obtaining appointments, was discussed extensively. It was the opinion of the of the PPG that the difficulties in getting telephone and physical appointments with a doctor must be addressed for the Practice to move forward. The Primary Care Network now includes The Dove, Oaks and other practices. Concern was expressed at the performance of some of these associated practices. Evening and Saturday appointments were being made available at the Oaks. A small number of pre-bookable and daily on-line appointments have now been made available, but not enough to significantly reduce the problem. At the partners meeting the re-instatment of face to face appointments had been discussed and will be drawn to the attention of all partners. Patients not attending for appointments (DNAs) are still a problem amounting to about 20% of available appointments. Various ways to reduce this figure were discussed including a dedicated phone line for patients to cancel appointments. The extended access hub is to be revised to emphasise the effect of DNAs and appointments being wasted.
- The patient population numbers 11,350. Practice staff comprised 6 GP Partners, 2 salaried GP, a locum GP, 3 Nurses, 2 Health Care Assistants, 1 Paramedic & a physician's associate to deal with simple issues. Another Nurse Practitioner will start mid-February to replace Trudy who is taking up a position in Cancer Care. The PPG wish Trudy well in her new position. She will be missed by us all. A trainee registrar Dr Irum Ghazanfar is starting February.
- Partner GP's - Specialities :-

- Dr Sarin – Heart Failure, Minor surgery, Diabetes and Primary Care Network lead.
- Dr Iqbal – Minor surgery, medicines management, GP Training lead.
- Dr Zilvetti – Sexual health, women’s health, research lead, diabetes lead.
- Dr Hussain – Child health, Child safeguarding, Child Immunisation and vaccinations.
- Dr Mula – Dementia, sexual health, women’s health, adult safe guarding.
- Dr Chandra – Severe mental illness.
- The Covid 19 booster vaccination take up is poor. Flu vaccination take up to over 65’s is 74.2%.
- The PPG Message of the month is to be DNAs.
- The meeting was closed at 7.45pm. The next meeting is to be 6.30pm Tuesday 11<sup>th</sup> April at this venue.