**Potterells Patient Group**

**Meeting Tuesday 9 August 2022**

**North Mymms Memorial Hall**

**10.30am – 12.00pm**

1. **Present:** Martin Connolly (Chair), Nigel Bain, Chris Bewley, Lyn Warren, David Warren, Eric McLaughlin, Tracey Mostyn, Tricia Clough, Audrey Sparkes, Barbara Beard, Jan Allen, Maurice Gammel

**Apologies**: Dr Ridout, Kirsty Williams, Pamela Davis, Maureen Steed

1. **Welcome:** The Chair welcomed the group and explained that we were meeting in the hall due to lack of space at the surgery. He thanked David for arranging this. David confirmed that he will arrange for subsequent meetings.
2. **Notes of meeting of 14 June 2022:**  there were no matters arising which are not on the agenda for today.

**September Newsletter:** The draft was reviewed, and Jan gave an update. The following points were made:

Photo needed of Dr Punam Shah – Tracey

Update needed of role of health and well being coaches – Tracey

Photo from Health walks – David

Links to relevant pages are in the newsletter

Expand carers section – Jan

Newsletter generally needs to be shorter and possibly produced more frequently. Agreed to remove sections on high street pharmacies, healthy eating, and what to do when surgery is closed

Sections to be edited are PPG, long covid,

Section on vaccinations to stay

1. **Update from Practice (Tracey)**
2. **E-consult –** Tracey gave some statistics about e consult but pointed out these needed to be further interrogated and set in context before any meaning can be attached to them. There were 1064 e consultations in July some for repeat prescriptions, some requesting information on follow up, and some which were redirected to other agencies. Of the patients registered with the practice, 44% are online, that is they can access online surgery facilities, and Tracey would like to see this increased. E consult does not need an online presence. Results of a very small (5 members) survey suggests satisfaction with e consult. Group members generally found e consult an easy and worthwhile option.
3. **Face to face appointments -** these seem to be back to pre-Covid levels, but it is difficult to judge since there are no pre Covid stats. There was a perception from the group that it was more difficult to secure a face-to-face appointment, but it was difficult to assess whether this was the case. During Covid appointment times were increased to 20 minutes to allow for cleaning between patients. Appointments are now 10 minutes. There was speculation that the difficulty in getting appointments was due to increased patient numbers, more use of telephone appointments, appointments available with different practitioners such as nurses, physiotherapists, and pharmacists.
4. **Phone system –** group members agreed that the new system was working well
5. **Staff changes –** Dr Punam Shah has now accepted a partnership at the practice

Two new registrars, Mahsa Asar and Bashir Al Saigh will start in September and December respectively.

Magdalena Cybulska, registrar, has moved on to continue her training elsewhere

Practice nurse Sue Rumble is moving on but may return as a locum bank nurse in future. Also new to the team are Practice Nurse Beryl Appleby and Stephanie Stratford

Further new staff are Eva Wiktoro and Clare Glenister, health, and well-being coaches

1. **New Patient Welcome Pack –** Nigel offered to put something together to welcome new patients to the surgery and ensure they have information about accessing website etc
2. **External assessment of appointment systems -** a company called Arden Gen has been engaged by the practice to undertake a review of how the appointment system currently works and to ascertain if it could be improved. This work will begin in August and will be ongoing for up to a year.
3. **Repeat prescriptions** – it was suggested that a notice be put above internal and external letterboxes reminding patients that prescriptions could be requested online. Tracey
4. **Annual Patient Survey and visit from Primary Care –** the survey took place some time ago and the results didn’t seem relevant in the post Covid time. The CQC will visit in due course, and the surgery will call on PPG members to assist.
5. **NHS restructure –** no further information on this at present
6. **Web site and social media –** Kirsty is working on the website and associated issues and once this is ready to go live will involve the group in running sessions at the surgery to assist patients to access various services.
7. **PCN education awareness –** Martin briefly recapped the PCN structure which involves four GP surgeries in Hatfield working together in a collaborative way to share best practice, and resources such as physio, pharmacist and well being coaches. The clinical lead for the PCN is Dr Steward. Some surgeries have good support and input from their PPGs, but some need more buy in from both surgery and prospective PPG. Chris Gower from the Burville House PPG is very active in wishing to promote aspects of awareness to patients through talks and presentations on various topics. However, support and participation are sought from all the surgeries to set this up. The group agreed to support and assist those surgeries who want to establish or increase their PPG input.
8. **Any other business**

**NHS surveys –** some concern was expressed at lack of clarity in some of the recent surveys and feedback has been given by individual group members

**Vote of thanks (1) –** one group member expressed thanks to the surgery and staff for excellent support during a recent illness

**Vote of thanks (2) –** Nigel proposed a vote of thanks for Martin in his capacity as chair. All agreed that he is doing an excellent and much appreciated job.

1. **Next meetings**

4 October, 6 December