

PATIENT PARTICIPATION GROUP MINUTES
<u>Thursday, 29 November 2018 @ 11:00</u>
<u>Venue: Orchard Street Health Centre</u>

Attendees: Collette Fisher, Practice Manager
Plus 8 patient participation group members

Apologies: From three PPG members

No.	Item	Added by	Details	Action
1	Welcome			
2	Short presentation - Health Watch – Dan		Health Watch helps the community to get the best out of health and social care services in Suffolk; improving them today and helping to shape them for tomorrow. Health Watch uses things they are told about local care to influence the delivery and design services in the county – not just for people who use them now, but for anyone who might need to use them in the future.	Dan handed newsletters & questionnaires out to the group and invited them to look at the Health Watch web page which is very informative.
3	Matters Arising Proposed merge		Sadly we could not gain the full support of NHS England and the CCG so the proposed merge will not be going ahead.	
4	Alliance with Orchard Street Medical Practice		Dr Solway & Dr Mallick have therefore decided to form an alliance with the Orchard Street Medical Practice – talks are ongoing but it is hoped that we will begin to work closer together in the Spring of 2019. I will keep you posted of progress.	Group were supportive of the proposed alliance.
5	Staffing Update		Dr Rathod passed his final exams and left us in September to take a post in Brentwood Dr Anna Kowolski joined us in August and will complete her 4-months with us at the beginning of December. Our new F2, Dr Shereen Hassan joins us in December and will be with us until April 2019.	

			<p>We are currently without a registrar but Dr Pinak Roy is joining us in February for a 6-month placement finishing in August 2019.</p> <p>We are a busy training practice and we are currently working with a trainee pharmacist.</p> <p>Dr Patricia Cahill is currently locuming one day per week with us.</p> <p>Made clear the role of the paramedic in practice and explained how we use our new paramedic, who is with us one day per week.</p> <p>Sadly a long serving member of our reception team has decided to leave and is working for Orchard Street Medical Practice from mid-November.</p> <p>One of our reception team members has taken up a place at the university and reduced her hours accordingly.</p> <p>Thankfully have recruited two new full time reception staff members.</p>	
6	Complaints		Two complaints were discussed.	
7	Flu Vaccinations 2018		It has been a difficult year with staggered deliveries and some patients will not receive their vaccinations until December.	
8	Practice Population		In May we were fairly stable at 6,124 but currently rising again and now at 6,207.	
9	Significant events-August to date		Significant events were discussed.	
10	CQC		New regime initial paper exercise and subsequent visits depending on answers – this has been put back until sometime in 2019 – visits in Suffolk have begun and I would anticipate having a visit sometime in 2019!	

Next Meeting: Thursday, 16 May 2019 @ 11:00