PENN SURGERY

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Surgery Telephone: 01902 333408 Website: [www.pennsurgery](http://www.pennsurgery).co.uk

**PPG Meeting – Thursday 17 November 2022**

**Attendees Apologies**

Dr I Martin (IM) Rimi Baden (RB)

Lisa Hayden (LH) Susan Kerry (SK)

Mary Dolan (MD) David Tarry (DT)

Melvyn Passmore (MP) Sarah Gaytten (SG)

Shirley Crook (SC) Joy Blakeman (JB)

Derek Tromans (DTR) Christine Somner (CS)

Steve Jones (SJ) M.Dolan (MDD)

**Welcome**

LH welcomed everyone to the meeting

**Minutes of last meeting**

Minutes from the last meeting were discussed and agreed were correct.

**PPG members**

We welcomed our new member – Steve Jones. Since the last meeting 3x new patients have expressed an interest in joining the PPG. JB sent her apologies today but will hopefully attend the next meeting. IM also wanted to thank the members for their continual support and also for the time taken to attend. We are overwhelmed by the positive comments from the group and their friends/family but we are also open to any suggestions.

**Staff**

Dr Bola Adedeji joined the practice as a salaried GP back in August. We have received some very positive feedback from patients. She appears to be settling well and fast becoming an asset to the surgery. We previously supported Dr Adedeji with her GP training. Dr Nath has recently completed his exams and awaits his result. Dr Dim has also joined us as a registrar recently, both proving to be very popular with patients.

Recruitment of GP`s is very difficult. We are overjoyed that Dr Adedeji joined us. We have increased GP appointments. Dr Bush used to have 5x clinical sessions. Dr Adedeji has 6x sessions and we are hoping to increase this again if Dr Nath becomes a salaried GP.

**National updates**

IM explained the National appointment data for practices will be released in the next couple of weeks. It is designed to measure the appointments practices offer. IM explained it will not measure the quality of our appointments nor will it be a true reflection. Its main focus will be on access and league tables. How we measure against other practices. We feel we have a good balance and 98% of patients are seen within the expected 2 weeks. We encourage both face to face & telephone appointments. It is patient choice. Telephone appear to work well especially for patients who may be at work or is difficult for them to attend.

**Lloyd George Notes**

NHS England have funded a national digitalisation programme of all paper notes. All patient historical letters /notes that have been summarised by our coder have now been taken for digitalisation. There is a quality assurance audit to ensure they are scanned correctly. The envelope is classed as a `legal` document. All `empty` Lloyd George envelopes will then be returned to the practice and will be filed.

**Prescription ordering online**

MP raised an issue when ordering medications online. If the item is not showing in the repeats there is no text box to request an item that may be in acute or past drugs. IM suggested choosing a repeat medication then free texting that the repeat is not needed but would like to order the following ….

**Full patient online access**

There was an intended national rollout of all medical records for patients to access online by 1st November. GP`s and data protection officers were not keen on this rollout due to the potential content in records which may not be suitable for patients to see. GP`s have no interest in withholding any data but there are potential safeguarding issues surrounding this, plus patients do not understand clinical data or coding. IM confirmed any data from records is not shared with 3rd parties.

**Integrated Care Board – (ICB**)

We briefly discussed the ongoing issues with the ICB. Communications are very poor. Wolverhampton CCG have disbanded. The 4 local CCG`S Wolverhampton, Walsall, Dudley & Sandwell merged and is now called the `ICB` (Integrated Care Board) CCG. ICB is responsible for managing the local NHS budget and developing a plan to ensure services are there to meet the health needs of local people.

**Mental Health Practitioner**

From the 24th November Samantha Allan a Mental Health Practitioner will be joining us and will be running a clinic every Thursday. Any patients presenting with a `new` mental health problem such as Anxiety / Depression not already under the Mental health team will be able to book an appointment. This is a new role. Samantha is experienced in this area. We are hopeful it will be helpful to our patients.

**AOB**

Reminder of Practice website [www.pennsurgery.co.uk](http://www.pennsurgery.co.uk)

**Date of next meeting** – Date *tbc*