**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 10th October 2023**

**at 10.00 am**

**Present:** **Dorothy Clohesy (Chair), Jenny Manley (Business Manager), Angie Hurst, Yvonne Somerville and**

 **Elaine Plant (Secretary)**

 **HH** was on annual leave so **JM** kindly attended the meeting. **DC** thanked **JM** for taking time out of her busy schedule to clarify some of the points on the Agenda.

 New member, Lynn Shooter joined the meeting later.

**1. Apologies**: Carol Edwards and David Edwards.

**2. Minutes of the last meeting:**

The minutes were a true record of the last meeting on the 12th September 2023.

**3. Matters Arising:**

 **Clinical Pharmacist and Pharmacy Technician**

 **JM** clarified that as Alton was a Dispensing practice and not a Pharmacy we share the services of both a Clinical Pharmacist and Pharmacy Technician with other practices in the Primary Care Network. This is scheduled for one day per week but can vary depending on the demands of other practices and ongoing training courses. Any medication queries that patients may have when Pharmacy staff are not available can be discussed with Dispensary Staff, who will then pass on to Doctors. Members discussed medication reviews for patients who collected their medication from local pharmacies.

 **JM** advised that our Doctors had come second in the county in a recent GP survey. All members were very pleased but not surprised by this information.

 **Telephone System** now underway with a different provider. This will be a huge improvement on the current system. It will provide a ring back service whereby patients will not lose their place in the queue. However they will need to stay by their phones and update the surgery with new telephone numbers. The system will

provide many benefits to both patients and staff in the future. All updated information will be put on the website when available. System discussed.

 **Dr Leggett** will go on Maternity leave at the end of the week until April. Dr Jolly will be covering 2 sessions with Dr Brown and Dr Hampton covering extra session.

 The **Physicians Associate –** will be full time in January.

 **Duty Doctor** will be bookable on the day. If two doctors are in only one will be bookable in advance.

 **Dr Brown** will be retiring when Dr Leggett returns from Maternity leave. Members asked about staffing when Dr Brown retires but as yet nothing is settled. However it was advised that it is unlikely that we would get another male doctor as the sessions available would only be part time. Plus we will also have the full time Physician’s Associate

 **Mini Bus:** Volunteer drivers still needed before this can be put in place.

 **DC** requested that Kerri, the Health & Wellbeing Coach could come to our next meeting if possible for an update.

 **Facemasks** need to be worn when attending hospital.

 **JM** had to leave the meeting at this point.

 **Carers Meetings: YS** informed that the next two meetings would be as follows:

 Friday 3rd November and Wednesday 8th December at the Fire Station, Ashbourne Road, Cheadle 1pm - 3pm

Any new Carers should ring Lisa Burrows for assessment on 0300 303 0621 Monday - Friday 9am - 5pm

 **Vaccinations:** All Flu jabs now completed. Covid Jabs now taking place.

 **DC** requested that we try not to all talk at once at future meetings as it is very difficult for the minute taker to hear what is being said.

 **LS** was belatedly welcomed to the meeting and introduced to everyone. Members are very pleased that she has joined the group and looked forward to seeing her at future meetings. LS advised that she had been unable to view any Minutes on the website since April. It was suggested that she could take over PW’s previous role of checking website updates which she agreed to do.

There being no other business, the meeting ended.

**4. Dates of next meetings: Tuesday 14th November at 10 am.**

 **Tuesday 12th December at 10 am.**