**Minutes of Mountwood PPG Meeting 8 Sept 2023**

Present: Colin Berthelsen (CB), Mary Egan, Dr Liz Hermaszewska(LH), Mary Perkins (MP), Stefan Sieradzki

Apologies: Susan Smee (SS)

Next PPG Meeting: 12 Oct 2:30 pm

MP reported that SS was unable to attend due to Covid though she had passed two items to CB prior to the meeting: the TV in the waiting room had the voice out of synch with the video and that the room number for patients to go to for their appointments when called out was obscured on the screen.

Members discussed their personal experiences of difficulties in getting referrals to specialists.

Flu jabs, including PPG support, on Saturday 16 Sept starting at 9 am and probably finishing by 12ish, was discussed. Four Nurses will be in rooms with just one queue for patients. Nurses will jab people through their car window where necessary.

500 PPG leaflets were printed ready for handing out during Flu Jab Day.

Following a suggestion from LH, a form could also be handed out allowing patients attending to register as Carers. This may allow them to seek additional support even if already registered.

Shannon Hanbury resigned as Practice Manager. Currently Chris Bateman was acting as temporary fill-in and may continue in the short to medium term, acting as Business Manager, part time. Lisa Davies is currently handling the operations side (day-to-day running) of things which will also involve new recruits in the future. There will be a re-organisation of other roles also involving new recruits.

Regarding the new website, putting new information on was not straightforward (having to provide descriptions of images and graphs for the visually challenged) but it did have new functionality allowing patients to register online which is an improvement on the current situation where forms can be completed online but need to be printed to be handed in to the practice. On balance the practice will be adopting the new website.

CB reported on progress with organising the planned presentations for patients at the practice.

On the 25th of October at 11 am there will be a presentation lasting about 1 hour about Parkinsons. PPG will discuss details of organising the meeting at their next PPG meeting on the 12th of October.

CB was seeking meetings from a number of other organisations including Northwood Living at Home, Prostate Cancer, Dementia (Hillingdon Adult Services), McMillan Nurses, Hillingdon Carers, Hillingdon Mind, British Lung, British Heart. LH commented that Hillingdon Adult Services were very busy and unlikely to find time to do presentations.

Regarding publishing of notes from meetings with GPs for patients to look at, LH stated that the practice had discussed many scenarios where vulnerable patients should be protected. The principle was that everybody would have access to their notes and blocking would be done by exception.

* The future roll of PCNs had been in the new recently but it was felt that PCNs would most likely continue given support from both major political parties.

PCNs will continue to exert tight / centralised control on practice funding,

despite the fact that reconciling differences between practices within PCNs

is an issue. There is also an admin overhead involved in funding allocation

(Confed / PCN). Large practices who can have their own PCN are at an

advantage.

* The future of surgeries was “fragile” and subject to change.
* EMIS was now owned by a US group with potential consequences.
* Digital phone exchange training will take place next week.
* CQC inspections of practices are going digital, starting with London, with few details as yet. These are very much target oriented.
* Practice closures’ volumes were a concern as was a move towards salaried staff in practices.
* LH informed the meeting that the practice was not permitted to cap the number of appointments.
* LH reported that the practice had caught up with the backlog of appointments.

* People should use PATCHS and contact reception if they cannot. To make things easier save notes in a Word doc and then copy and paste into PATCHS.
* The new Covid variant vaccinations were discussed.
* The “Work of a GP’’ information was illuminating and is being added to the website.
* The under resourcing of practices and a drift towards private health services provision was discussed.

Next Meeting Thursday 12 October 14.30 hrs.