

PPG Thursday 16th Jan 2025

Present: N.P(Chair), H.S, S.G, C.B, D.P, D.B, N.S, P.C, J.F(Teams), J.G(Teams).

Apologies: H.S, A.B, S.D.

Agenda

1. Minutes from 14/11/24. Taken as read.
2. Matters arising
 - a) Willow Court – D.B. previous mentioned about having some input from the practice at one of their coffee mornings. S.G. mentioned is not part of General Practice for staff to go out and speak. B.G. (in house physio) has agreed privately to visit willow court and speak about well -being issues.
 - b) Automatic doors for the entrance to South Wing – Practice applied for funding through NHS England and was turned down. N.P still looking at other sources.
3. Speaker –
 - a) V.S is a community worker from sight support.
 - b) Her work involves engaging the public via social meetings.
 - c) Promoting sight support via Social Prescribers at the G.P, Opticians and other local groups.
 - d) At sight support you can self-referral and they also link in with other medical conditions which relate to your sight.
 - e) Leaflets with more information and how to contact are available in the practice.
4. Other suggested speakers – Previous meeting we had some suggestions, and the March 20th speaker will be P.R. who is part of Diabetes research steering group.
5. Practice and Staff updates –

a) Practice –

- i) A new tool kit will commence for reception staff to signpost patients to the appropriate team, next stage from the triage system which is in place now.
- ii) New health kiosk which is funded by the PCN is put on hold at present. It needs an IT port and its own cable.

Staff –

- i) K.V – Nurse manager is now stepping down from her roll. 2 applicantes have applied for the roll.
- ii) L.G (Nurse associate) is topping up to be a qualified nurse at university.
- iii) Someone from Admin will swap her role to become a Health Care Assistant.
- iv) X2 trainee G.Ps joining in February.

6. PCN PPG'S meeting -

We have now met and have introduced ourselves and looked at what each individual PPG does. Early days at present, more news in the spring.

7. 1st Aid training with the Yorkshire Ambulance.

N.P will contact the trainer and arrange more dates to cover adults and paediatrics.

8. Patient concerns –

- a) P.C mentioned praise from patients about the practice.
- b) S.G had received a thank you card.
- c) the reception had a previous staff member who sometimes lacked empathy which has now been resolved. The reception staff do training as part of their continued professional development.

9. A.O.B.

a) H.S mentioned what has happen to St. John's Ambulance starting in Pickering. A previous member became the volunteer co-ordinator.

b) P.C mentioned that the 2 letterboxes are not the right size for a specimen. N.S will investigate. **We have double checked and they are able to have a specimen posted through them.**

c) H.S mentioned about prescriptions form the hospital to the practice. There are a pathway for this, but the GP isn't getting sufficient time to sort out with the pharmacy before the patient starts on the medication.

d) Ambulances – massive delays when requesting this service.

e) D.B had mentioned previously about injection techniques and not using the Aseptic Non-touch Technique (ANTT). S.G. has sent a message to all staff.

10. Next meeting 20th Mar 2025 at 2pm