

PPG Meeting Minutes 07/02/2023

In attendance: 5 members, Matthew Dudley and Trudy Harvey

Matthew welcomed members to the meeting with a recap of the key points that were discussed at the last meeting in November 2022. He explained to the new members about the appointment structure and the availability of extra services within the surgery.

The members were informed about the end of the covid vaccination programme in February and the return planned for autumn for the next boosters. More information will be available from the surgery when we receive it.

It was suggested by the members that further awareness could be raised about the out of hour's appointments at the Oaks medical centre for our patients. Matthew will raise this with the Practice Manager and lead GP to find the most effective way for this to be done.

A discussion took place regarding the chemist ordering prescriptions on behalf of the patients. Matthew and Trudy explained to the group that this is something the surgery takes very seriously to ensure that the chemist are speaking to those housebound patients first to ensure they are ordering the correct medication that the patients need to avoid over stocking of meds.

The group questioned regarding the amount of patients at the surgery who do not turn up for their appointments and if DNA's were a big problem. Matthew explained that the DNA rate for Cotmore Surgery is quite low and that there were very few examples of patients regularly not turning up for appointments, he also explained that in the event of a patient not coming for appointments numerous times, they would be sent a warning letter and eventually removed from the patient list.

Home visits are still active at the surgery. These take place after morning surgery and can now include a visit from our Paramedic who can do diabetic foot checks, flu jabs and a range of other services.

Treatment for our unwell patients was discussed and it was explained to the group that a Gold Standard Framework (GSF) board was kept at the surgery listing those patients with serious health concerns and was reviewed regularly and discussions take place with carers, hospice nurses and district nurses on a regular basis.

Exercise for elderly patients around the area was a topic the members wanted more information about. Trudy explained to the members that the Kingstanding Leisure Centre runs a Be Active scheme which includes free courses. Matthew will get in touch with a member of the team at the leisure centre to obtain further information relating to this.

A member questioned about the use of a defibrillator and asked if there was any way they could see one in action so they are aware of how it works. Matthew will arrange this for a future meeting.

Finally the members wanted to pass on their thanks to the Doctors, nurses and all the staff for the care they received and for all the effort they make.

The next meeting date is Tuesday 9th May at 1:30pm