

## Three Villages PPG Committee Meeting minutes of 18th January 2023

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1. **Present:** Liz Davenport (LD); Chair; Sue Helm (SH) Minutes; Linda Sabin (LS); Colin Burch (CB); Roger Noons (RN); Carol Longmore (CL); Maria Lodge-Smith (ML) until 6.20pm; Hilary Taylor (HT); Rev Tom Chapman (TC); Tyler Studley (TS) Practice Manager;
2. **Apologies:** Alan Watkins; Deb Whittaker; Marion Griffiths;. Sandra Hall (S Hall)Receptionist, Ola Idowu (IO)
3. **Welcome** to all and new members.
4. **Minutes of Last Meeting** – 5<sup>th</sup> October 2022  
Agreed as true record
5. **Matters Arising** –  
Re Item 7: **Text reminders** – New system Accurix being used for messaging, should be better for reminders. Funded for 3 years.  
Re item 7 – **Appointments** – Website states face to face appointments available until 6.30pm but routine appointments can only be booked until 5.30pm. Can be difficult for working people such as teachers to access routine appointments unless they offer later times. **Action:** TS to raise at partners meeting.  
Item 8g – Car park – discarded masks still in evidence on car park. **Action:** TS
6. **Practice Update** – TS  
**Recruitment/Staffing**  
Staff sickness in recent months has impacted the service. Problems with recruiting to vacant posts.  
Sharon Palmer who was Asst Practice manager has now left the practice. Replacement is Mia Blakeway.  
**Nursing staff**  
New nurse recruited in last 3 months has also left the service  
Nursing hours should be sufficient but there is a need to future plan  
**Mental Health practitioners**  
PCN receives regular funding for staffing under the ARRS scheme  
PCN have provided funding for Mental Health Practitioner (MHP) Susan Fox who will see patients over 16 years old  
Another MHP is to be recruited  
**Specialist staff**  
Podiatrist appointed and due to start in next week.  
**Registrars**  
2 new registrars started since December 2022 replacing Dr Funke Owolabi and Dr Sozan Morsy

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Dr Sungeen Khan  
Dr Olusola Adeyemi

## **Statistics** over last 2 weeks

Footfall – 2,700 requests online, increase of over 400 in 2 weeks

Telephone – 1,984 telephone requests

Extra appointments available due to practice having a locum GP until end of March 2023 – Dr Kyprianou

Some problems reported with availability of Footfall on very busy days due to staff shortage and exceptional circumstances. Generally most patients are satisfied with the service.

## **Patient Records**

Meeting held with partners and ICB (Integrated Care Board) to discuss digitisation of all paper records. TS confirmed that all patient records have to be kept by the practice.

Currently 11,949 patients registered.

Footfall integrates into clinical system EMIS and is coded which should help with administration and messaging.

Security of patient data is managed by Terra Firma, cyber security firm.

## **Waiting room**

Funding secured by Dr Robinson for an exercise bike to be sited in the waiting room for patients to use.

Electronic check in system doesn't always work which results in patients waiting for their appointments. System should be fixed now.

## **Complaints**

Reminder to TS that a summary of complaints for the past year has not yet been made available to the PPG. For the current year to date (April 2022 – Jan 2023) the practice have received a total of 44 complaints which has increased from 17 in the previous year (April 2021 – March 2022).

**Action:** TS to supply details

Did not attend figures – has not been possible to action this due to staff shortages but should be possible to display on screen in waiting room and to put a positive spin on it.

## **7. Any Other Business**

- a) LS will be attending the NHS Future of Service – The Way Forward event on 25<sup>th</sup> Jan 2023 at DY1

## **8. Date of Next Meeting – Wednesday 15<sup>th</sup> March 2023 at 6.15pm**