

## Patient Participation Group Meeting -22<sup>nd</sup> July 2021

**Attendees:- Dave Wood (Practice Manager), Amanda Baxter (Office Manager) Jane Clayton (Referrals Administrator) Sarah Clarke (Patient) Lynn Hewison (Patient) Steve Conroy (Patient) Philip Bratley (Patient)**

Amanda Baxter the office manager opened the meeting and apologised for our delay due to technical issues.

Kathy Pearson emailed me to say she too was having technical issues and couldn't get on via the link.

Amanda welcomed two new members to the group Sarah Clarke and Philip Bratley.

Amanda introduced our new practice manager, Dave Wood. Dave talked a little bit about his background in previous surgeries and what he'd been working on since he commenced Stuart road in early June (concentrating on CQC)

Amanda spoke about our new partner Dr Alex Thachankary, who briefly joined us later in the meeting. He was the GP on call so he was extremely busy.

There was mention of other new recruits within our admin team. And sickness of three of our admin team which has put the team under a lot of strain.

We are advertising for a salaried GP and a Advanced Nurse Practitioner.

Amanda told the group about a Pharmacist coming back to work with us on a Tuesday & Thursday.

From August there will be a new Physiotherapy service starting, the admin team will be able book patients directly onto their service.

Dave discussed briefly about the CQC report and that they were due to visit the surgery the following Thursday to see what progress had been made so far. He also said that there would be another full inspection in November. Which would be a good topic to discuss in our December meeting.

Dave discussed a couple of complaints with regards our telephone system, it wasn't queuing the calls and giving out an engaged tone in some cases. He intends to have talks with the telephone company to see what improvements or what other options were available.

Dr Alex came online and introduced himself and talked about his previous clinical roles. He talked about the tough times we were going through and the NHS services. He asked you to bare with us and that hopefully we would be back on track and fully staffed shortly.

We were asked about Covid-19 booster vaccinations, Dave & Amanda both said it wasn't yet known what the plan was.

To finish off we agreed not to schedule a meeting in August but to send an email to the group members of any updates.

Our next zoom meeting will be on Thursday the 16th September at 17.30. Hope to see you then.