**BEECH HOUSE SURGERY**

**Patient Participation Group**

 **Minutes of AGM Wednesday 15th November 2023 6.30pm at the Surgery**

**Present:**

Claire Saunders- Practice Business Manager

Dr Ian Marfell

Sarah Blood- Joint Chair

Karen Collyer

Debra Roberts

Susan Kitching

Rose Thewsey

Grace Houldershaw

Brenda Lee (new member)

David Spencer

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| **Detail** | **Action by** |
| SB welcomed all members to the meeting with particular reference to our new member- Brenda Lee.All members introduced themselves and what their reasons were for joining the PPG.1. Apologies

Jean Carter- Joint ChairDeborah Oxley ( new member) 1. Minutes of last meeting. Matters arising.

No specific items that were not to be covered later in the meeting1. AGM- Chair`s report
* JC had prepared the Chair`s report with a summary of the past year. SB expressed her thanks for the excellent summary. All members had read report before the meeting. SB presented highlights of report.
* Purpose and aims of the PPG summarised with plans for the year ahead.
* We are delighted to have had expression of interest from two new members and look forward to their continued contribution over the years ahead.
* Copy of Chair`s report attached to minutes.
1. Practice Update
* CS presented bullet points from new Practice Newsletter/GP Update. The completed practice update is attached to minutes.
* Four seasonal newsletters produced by CS each year which serve as a very useful Practice Update.
* No new leavers since last newsletter.
* New GP Registrar- part-time so will be with practice for a year.
* New Dispensary Manager- fitting in to the team well.
* Jo Banks Practice Nurse- a great asset to the practice team.
* Digital Transformation Manager across all Knaresborough Practices- working on co-ordinating Practice Policies and assisting CS setting up new cloud based phone system. This makes it easier for all practices accessing same phone system. This should be funded by NHS England.
* Flu and Covid vaccinations – clinics completed. Practice not made any money from Covid vaccinations as clinics held at weekend and staff paid extra for Saturday working. Great uptake of Flu vaccinations.
* Dementia Forward event postponed until next Spring. Planning at next PPG meeting in January.
* Survey- BH still had excellent results.
* Last 6/12- 2 complaints. One from patient who insists on always seeing a GP. CS responded explaining about relevant team members who may be more appropriate. Patient did not respond. Second complaint was dealt with in house. 60 compliments received in same period of time.
* CS advised members that 10% of patients create 90% of workload within practice.
* All receptionists are navigation trained to make sure patients are offered appointment with most appropriate team member.
* ANP Sophie currently doing Diabetes Diploma which will be invaluable to practice.
* Social Prescribers have added another avenue for patients who have mainly social issues.
* Harrogate and Knaresborough don’t get as much funding as other areas that have more social deprivation.
* Funding will be available for the Knaresborough practices to help with clinical capacity due to increased patient numbers from all new housing developments in Knaresborough. Ongoing discussions with partners about best way to expand clinical space.
* BL asked re services being provided off site. IM advised that funding only available for on-site services. Would be a sensible option but many obstacles. Collaborative working is ideal but trying to maintain individual Practices identity is also important.

New flooring – medical grade hard flooring – possibly grey with a fleck in it hopefully to be fitted in January/February.1. AOB
* BH have entered a tree for the St John`s Church Christmas tree festival-(The Twelve Days of Beech House Christmas) and CS asked all members for any ideas. Tree to be in place by end of November. BL offered her help with decorations.
* Tombola for week leading up to Christmas- 18-22nd December and CS will draw up a rota for PPG members to sign up to.
* Book stall raised £220-£230 so far.
1. Date of next meeting
* 31st January 2024- main agenda item will be planning for Dementia Forward event.

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