**MINUTES OF PPG MEETING April 17th 2024**

**PRESENT:**

**PPG:** John Poland **JP** Richard Taylor **RT** Vicki Sant **VS** Ken Sutton **KS** Rachel Brown **RB**

**From Practice:** Rachael Somerville **RS**

**APOLOGIES: Alan Grainger, Marj Thomas, Jenny Smith, Jill Campbell, Anna Gent, Margaret Riches, Isabel Haley**

**WELCOME & INTRODUCTIONS:**

**JP** welcomed all to the Meeting. He enthusiastically thanked Sally Hardcastle and Lewis Hogg for their tremendous and invaluable help with the PPG and Prescription Delivery. Each were presented with a gift and flowers.

**JP** also welcomed Rachel Brown **RB** to the meeting as the new PPG Treasurer. **JP (chair)** and **KS (Trustee)** agreed that Rachel would be a signatory on the PPG bank account.

**PRACTICE UPDATE:**

**RS** updated the meeting; key points being summarised below:

A new Triage appointment system has just been introduced. This has been centrally imposed within the framework of “Modern General Practice”. Each telephone call to the CTS will be clinically assessed into a “Red, Amber, Green” from needing immediate care, within a few days to routine care. It is hoped that this will greatly improve patient access with direct referral to appropriate care as required. **RS** agreed to update the PPG on a monthly basis on how this new Triage system was working.

The implementation of a new telephone system has been temporarily preponed until 26th April system due to IT technical issues.

**RS** and all CTS partners met with PPG trustees on 16th April and discussed the PPG charity status and proposed 3 year plan. It became apparent that General Practice is under phenomenal pressure to provide effective clinical care with major reductions in funding and delegation of hospital work to General Practice.

Amendment to PPG 3 year plan. Pharmacy clinical audits are to be removed.

**RS** updated the meeting regarding forthcoming personnel changes:

* Nicola Keen is joining the practice as a Health care Assistant.

**MINUTES OF PREVIOUS MEETING:**

The Minutes of the previous Meeting held on 31/1/24 were accepted as an accurate record.

**MATTERS ARISING:**

None other than those referred to below or elsewhere within these Minutes.

**PPG FINANCE:**

The annual insurance has been renewed.

The CTS staff fund is to be paid.

**PRESCRIPTION DELIVERY SERVICE:**

As per the previous Meeting, **RT** reported that the PDS continues to operate satisfactorily, the current rota is working well. Discussion took place about governance to ensure that each driver would provide proof of vehicle insurance, valid driving licence, signed confidentiality agreement on an annual basis. **RT** volunteered to check all PDS drivers had provided these details. It was agreed that this information would be collated and held by the PPG and renewed annually.

RS highlighted a case where a particular patient was verbally abusive to a PDS driver. It was universally agreed that any abuse would not be tolerated. CTS immediately ceased prescription delivery to this patient. The need to undertake PDS in pairs was again highlighted to safeguard drivers.

**FUTURE EQUIPMENT NEEDS OF THE PRACTICE:**

As present there are no needs.

**STAFF FUND:**

The balance of funds of £62.95 is to be paid to the Practice.

**ROAD SAFETY UPDATE:**

**JP** please see enclosed attachment.

**ANY OTHER BUSINESS:**

**JP** thanked the Great North Ambulance stepping in at short notice to provide a seminar on Thursday 25th April at 7pm. It was agreed to promote this as widely as possible.

Future seminars. **CTS** agreed to do a seminar on Thursday 20th June to highlight changes in General Practice, the new “triage telephone system” and meet the Staff.

System. It was agreed, relevant questions would be submitted in advance.

**NEXT MEETING:**

The meeting concluded at 2.30pm and it was confirmed that the next PPG meeting would take place at **1pm** on **Wednesday 19th July 2024.**

**Wednesday 11th September at 1pm,** **Annual General Meeting.**