**MINUTES OF PPG MEETING SEPTEMBER 18th 2024**

**PRESENT:**

**PPG:** John Poland **JP** Alan Granger **AG** Richard Taylor **RT** Marj Thomas **MT** Jenny Smith **JS** Jill Campbell **JC** Margaret Riches **MR** Mark Bradley **MB** Vikki Sant **VS**

**From Practice:** Rachael Somerville **RS** Diane Robertson **DR** Craig Lapka **CL**

**APOLOGIES:** Ken Sutton / Rachel Brown

**WELCOME & INTRODUCTIONS:**

**JP** welcomed all to the Meeting, which commenced at 1pm, commenting that this was also the first Annual General Meeting (AGM) of the PPG Charity.

**PRACTICE UPDATE:**

**RS** reported that recruitment Is currently taking place for 2 new GP’s each to work two days per week, this enhancing the available ‘doctor days’ by one per week.

**DR** announced that she will be leaving CTS effective from the end of October to take up a new role as one of two Practice Managers at the Fellview Healthcare Practice in Whitehaven, this encompassing 4 Practices with 24,000 patients.

**RS** reported that the new Court Thorn Surgery website will be going live on the 2nd of October, including capability to register patients online and to add new content.

The Practice will be taking back control of the ‘Extended Access Appointments’ previously offered at the Penrith Hospital. Henceforth these will be provided at CTS via extended hours to 8pm on Tuesdays and nominated Saturdays between 9am and 5pm.

In order to assist in reducing queuing at the reception desk a new automated ‘Self Check in’ system is shortly to be introduced within the waiting area. It was emphasized that the use of this will not be compulsory, but it will be a complementary system to enhance the service provided via the existing receptionists.

Craig Lapka was introduced to the meeting in his new role as Practice Manager to replace Rachael Somerville. **CL** started his new role last week and expressed his enthusiasm in working with the PPG in the future, and was wished well in his new role by **ALL**.

**MR** commented that the new appointment system does appear to be working well.

**JP** inquired if the Practice had been consulted regarding the sixty new houses planned to be built in High Hesket.

**RS** responded that the Practice is required to deal with any new population within the Practice area and that the current number of patients served by the Practice is well below the average throughout the UK.

In response to a question from **MR**, **DR** confirmed that the practice will remove any Prescription Delivery Service clients who are found to be requiring the service but reside outside the Practice boundary.

**RS** concluded by advising that a new ‘Living Well’ coach has recently been appointed her name being Kelly Mitchell.

**TRUSTEES REPORT:**

The first PPG Charity ‘Trustees Report to 31st July 2024’ was presented by **JP** who had set the scene within his previous e-mail to members, dated 3rd September 2024.

JP enquired if there were any questions or points of clarification relating to the Report, none were forthcoming.

**FINANCIAL REPORTS:**

**JP** described the current financials which are as per the ‘12 Month Financials to 31st August 2024’ detailed 3 page spreadsheet file provided to Members by **JP** in his e-mail dated 3rd September 2024.

There were no queries or points of clarification from members.

**ELECTION OF TRUSTEES & OFFICERS:**

The initial Trustees of the Charity had been:

* John Poland
* Ken Sutton
* Jill Campbell
* Alan Granger
* Vikki Sant

**JP** described the position relating to the existing Trustees, explaining that the Meeting is requested to vote for Trustees to serve through the forthcoming 3 year term. The existing Trustees have offered themselves for re-election, additionally with **Rachel Brown** offering herself as a further Trustee and to fulfil the post of Treasurer.

**JP** then requested a proposer and seconder to the motion that the Trustees be elected.

**MT** proposed and **RT** seconded, the motion being carried by **ALL**.

The Officers were confirmed as follows:

**Chair** – John Poland

**Secretary** – Alan Granger

**Treasurer** – Rachel Brown

**MINUTES OF PREVIOUS MEETING:**

The Minutes of the previous Meeting held on 17/04/24 were accepted as an accurate record.

**MATTERS ARISING:**

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

**MT** sought clarification as to why ‘Pharmacy Clinical Audits’ were to be removed from the amended ‘PPG Three Year Plan’ document. **RS**/**JP** indicated that this had been agreed as it was not now practical for Grahame Young to continue these.

**PRESCRIPTION DELIVERY SERVICE:**

**JP** requested that PDS drivers (and also PPG members) complete and return the annual ‘Confidentiality Agreement’ documents, this being in addition to the Driver Licence checks recently requested in respect of PDS drivers.

**JP** emphasised that the current PPG PDS insurance requires PDS drivers to fulfil deliveries with 2 volunteers (driver and ‘second person’) at all times and that it also should not be necessary for crew to enter PDS clients delivery addresses.

**RT** requested that PDS volunteers be issued with identification lanyards (**Action: CTS**).

**RT** otherwise reported that the PDS service is performing satisfactorily and that there were no other current issues.

**AIR AMBULANCE SEMINAR:**

**JP** reported that sadly there were only 7 attendees at the Seminar held on 25/04/24, the PPG made a donation of £100 to the GNAAS. Whilst the number of attendees was low, it was believed that the GNAAS did receive a number of additional donations.

**NEXT SEMINAR:**

The date was proposed as being the **20th March 2025**.

Various ideas were proposed for the next Seminar:

* ‘Meet the CTS team’
* ‘Keeping Well’
* The Admiral Nurse (Lucy Money)
* Sleep
* A health related quiz night

**FUTURE EQUIPMENT NEEDS OF THE PRACTICE:**

There are no current requirements.

**STAFF FUND:**

The balance of funds of £62.95 has now been paid to the Practice.

**ROAD SAFETY UPDATE:**

There was extensive discussion surrounding opportunities to enhance the safety of vehicle and pedestrian access to the CTS premises off the A6 road.

No tangible or meaningful progress has been achieved to date with any of the responsible authorities and they have not been forthcoming with any proposals.

**MB** stated his view that the most practical step would be an extension of the 40mph speed limit through Low Hesket, to the south past CTS.

**JC** commented that the PPG needed to come to a collective view as to what steps are required and then formulate a plan to achieve this.

**ANY OTHER BUSINESS:**

**MT** asked when this winter’s Flu and Covid inoculation programme would commence and was advised that CTS would not be undertaking Covid innoculations, in respect of Flu the practice would text patients when inoculations were available.

**MB** raised a point about enhancing patients understanding of the rules relating to the number of issues discussed at any one medical appointment.

**JC** asked if the PPG could schedule meetings to take place in the evenings, so that the scope of attendees could be broadened to include eg mothers, youngsters and people working during the day.

**DR/CL** suggested greater use of social media to get key messages across to the patient population.

**MR** announced that she would take this opportunity to henceforth stand down from the PPG, as she felt that the aims she had wished to see achieved, including specifically charitable status, had now been achieved. **JP** and **ALL** thanked MR for her long and dedicated service to the PPG.

**VS** commented that she was disappointed regarding recent observation of the attitude of reception staff, not making eye contact or otherwise engaging with patients at the front desk. **RS** responded by stating that she would like patients to report such instances to the Practice potentially by using the comments slip, she would investigate any reported instances.

In response to a question from **AG**, **RS** confirmed that there were currently twenty staff on the payroll role at CTS, this excluding the four Partners.

**RS** will be starting her new role in November, and therefore leaving CTS.

**All** wished DR all the best in her new role and she thanked the PPG members for all the support they had provided to her through the years.

**JP** concluded the meeting by advising that a CQC inspection is inevitable in the forthcoming period and that this could occur with as little as two week’s notice, therefore it would be desirable for some preparation to be considered.

**JP** also thanked Sharron Williamson for her donation of £40 from the recent success in her pub quiz and advised that the PPG had accordingly sent her a ‘thank you’ letter.

**NEXT MEETING:**

The meeting concluded at 2.25pm and it was confirmed that the next PPG meeting would take place at **1pm** on **Wednesday 20th November 2024.**

[The first 2025 meeting will be scheduled for **1pm** on **Wednesday 29th January 2025.]**