

**Minutes of PPG For PCS City Practice
held on
24th October 2022
11:00 – 12:00**

Present:	
Nicola Pryor	Support Manager – City/Mulberry
Lucie Moore	Operations Manager

In attendance:	
NK	PPG Member

	ITEM	Action
1.	Welcome and Apologies	
	Nicola opened the meeting and introduced Lucie Moore to NK, welcomed him to the meeting and thanked him for attending.	
2.	GP update	
	Nicola gave an update about the Doctor changes in the practice. One Doctor had moved to another PCS practice as Lead Doctor and another Doctor has been secured permanently, working for the Mulberry Practice on a Thursday.	
3.	Flu Vaccine Update	
	Nicola informed the group that the flu vaccine programme was continuing in the practice however at the moment, the practice was not administering covid vaccine. Nicola advised there was lots of pop up clinics around the city to receive the vaccine, including Longley Lane. NK informed us that he had received both his flu and covid vaccine simultaneously at another practice.	
4.	Staff Update	
	Nicola informed the group that in recent months there had been shortages in reception due to staff sickness and absence. Nicola had been working in reception herself to provide cover. Nicola also advised there is a current reception vacancy that is going out to advert soon. A new role Care Coordinator for Mulberry patients has been recruited for, the	

	<p>role will be taken by an existing staff member.</p>	
5.	AOB	
	<p>NK wanted to raise a few issues with the telephones. He gave an example that when he had rung the practice at 8am, listened to the full recording it would then inform him that he has reached the OOH service. This results in him needing to end the call, redial and listen to the message again. Nicola informed NK that the phones transfer from the OOH service, through to the practice automatically at 8am.</p> <p>NK advised that he thought the phone welcome messages are too long and last for 90 minutes. He also suggested that we didn't need to have all the information on the phone message, such as the safety netting information to ring 999 if it was a medical emergency.</p> <p>Nicola informed NK that as part of our indemnity requirements and for good practice, this information is shared with the public when calling.</p> <p>NK stated that he had called 5 other practices and only 1 of the 5 practices had this information on their telephone recording. NK shared some of the names of the practices with Nicola.</p> <p>Action: Nicola will share the feedback with senior management and confirm if the safety netting information is still required.</p> <p>NK suggested that the reception area was too cramped and that the central chair could be removed, giving more floor space for patients to queue. Nicola informed NK that the building was rented and that she was unable to do this as she cannot make building adjustments to the practice.</p> <p><i>Post Meeting Note</i> <i>It is hoped that the practice will be able to relocate to a new practice building in the future.</i></p> <p>The meeting came to a close.</p> <p>Date of the next meeting is 24th January 13.00 to 14.00 at the practice.</p>	