

Broom Leys Surgery

Patient Participation Group Meeting

Agenda



Date: 21st November 2024

Time: 4:00 pm

Item	Item	Owner
1.	Welcome, Apologies & Introductions	
2.	The minutes of the previous meeting were approved.	
3.	<p>Practice Update:</p> <ul style="list-style-type: none">• Potential MP visit to Practice PB shared that she was in the process of arranging for Amanda Hack MP to visit the practice. The meeting would be an opportunity to discuss some of the challenges faced by the practice and meet some of the staff and PPG members. Key points would be the recent changes to the National Insurance threshold, minimum pay and the fact that GP surgeries would not be categorised as an NHS service.• We would also like to discuss the lack of funding for practices to update and expand their buildings and support for additional clinical staff.• New Phone System PB shared information about the new telephone system which will be ordered shortly. The new system integrates directly with the practice clinical system (SystemOne), meets NHS England telephony requirements and will be a smarter system that allows patients to have the call back facility.• PP advised that in Heather the telephone lines would probably be down on 23rd November due to maintenance issues with the sub-station. Some patients may struggle to receive calls. KS advised she would share this with the team.• New Nurse – Trainee KS advised that Eleanor will be joining the practice on Monday 25th November after recently qualifying. KS explained about the training, induction and New to Practice training course that we would be putting into place.• KS shared that the Primary Care Network, would be restarting the Respiratory Hub and Paramedic Hospital Prevention Visits during the winter period; these services are being put into place to reduce hospital visits or extend hospital stays. The ICB has also introduced Virtual Wards, these are where a patient is supported in their home.• PB advised that we had now received draft plans for expanding the building and would hopefully have these available for our next	

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	meeting. PPG members discussed funding and hopes that we would be eligible for funding to support the improvements.	
4.	<p>Recap of last year.</p> <ul style="list-style-type: none">• PB reflected on the past year and suggested that we should have another Coffee and Cake morning to raise funds for Bright Hope House in Spring next year, with this becoming an annual event.• JS offered an open visit again to Bright Hope House for surgery staff, suggesting on a Tuesday, Wednesday or Thursday between 10:30 and 2:00 pm.	
5.	<p>AOB</p> <ul style="list-style-type: none">• PB shared the changes to the reception team; 2 new reception staff who are currently still training, one member of the team has moved to the administration team to cover a maternity post.• PB The fast turnover of staff and abuse was discussed, there was now an increase in verbal abuse to both the clinical and non-clinical staff and there had been 2 serious incidents this week.• PP asked about meeting dates for next year – All agreed every 2 months on the 3rd Thursday of month.• PB asked if anyone had any ideas for speakers to be invited to next year's meeting, the team advised they would reflect and give an update.• JS advise that Bright Hope House were now hiring out rooms, they have recently added a large wet room that is available to hire. JS is going to share this information with the Social Prescribers & PCN's.• PS shared that the walking group is to continue, she advised that AB was happy to support this, and it was agreed that the group will restart on Wednesday 5th February at 2:00 pm. PB will liaise with our Active Practice partners to see if they are able to support this.• Whilst PP is incapacitated, the practice will send the ICB weekly update of 5 on Friday out by text to PPG members.• Green Practice update. PB reminded the members that the practice had achieved an RGCP Greener Practice Bronze Rating last year and that this year the practice was hoping to achieve gold. The RGCP Greener Practice results will be announced before the end of December.• KS & PB thanked PPG members for all their help and support, the practice was thanked in return.	
6.	Date of Next Meeting TBC	