

PCS Practice Heeley Green
Minutes of the Patient Participation Group Meeting
 held on
 20th April 2023
 at Heeley Green Surgery

Present:	
Claire Eddy	Support Manager
1 patient	

	ITEM	Action
1.	Matters Arising	
	Claire commenced the meeting by thanking our patient for attending remotely. Claire apologised for the delay in getting a meeting sorted.	
2.	GP/Staff Changes	
	<p>Informed of leaver and starters at the practice.</p> <p>Leavers: Dr Qumer Younis, Dr Anurag Agrawal, Dr Karen O'Connor and Dr Ekwani Solomon</p> <p>Starters: Dr Andy McCoye, Dr Chris Bronsdon, Dr David Townsend</p> <p>I informed that we were nearly fully staffed again for GP's which was very positive.</p>	
3.	Quality Improvement Project	
	<p>Explained about the Quality Improvement Project Heeley were undertaking. This is going to involve reception doing Care Navigation when speaking to a patient and directing them to the most relevant service. This could be the Community Pharmacy Referral Scheme, Physio, HUB services which include Advanced Nurse Practitioners, Pharmacists.</p> <p>We also spoke about the extended hours service and the expansion that this has taken recently. Informed that from the 1st April we would be operating extended hours from Mathews Practice Belgrave which is more accessible for patients. We will still be able to use Crystal Peaks and Jordanthorpe also. The area's that are covered by this service include Advanced Nurse Practitioners, GP's, Practice Nurses, Health Care Assistants and Pharmacists and a lot of these appointments are after 6pm and also at weekends which is beneficial for some patients, especially those that work.</p> <p>I asked if the PPG could think of anything as a Quality Improvement Project, will</p>	

	revisit at next meeting.	
4.	Normal Service – Post Covid	
	I informed the PPG that we are offering face to face or telephone appointments and the general feedback received from patients, is they are happy with the choice.	
5.	AOB	
	Nothing was raised from our patient but commented it was nice to be getting the meetings back on track and that he hoped we could get more members.	
6.	Date of Next Meeting	
	Next meeting date agreed for Thursday 6 th July at 2.30pm on TEAMS.	