**HOCKLEY FARM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**Monday 23rd September 2024**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Monday 29th July 2024** | **ATTENDEES:****Prof Samuel Seidu****Beelal Ayoob-Saab****Amanda Lynch (Care coordinator)****Peter Coley****Linda Coley****Mirjam Clay****Kaye Hughes****Maria King****APOLOGIES:****Jane Sinfield (Interim Practice Manager)****Viktoria Makoni****Ian Richards (Social Prescriber)** |   |   |   |
|  **AGENDA**   |  **POINTS TO DISCUSS**  |  **ACTION BY**  |  **COMPLETED**  |   |
|   |   |   |   |   |
|  **Minutes from last meeting discussed.**   |  Dr Abdool – still on the sick leave. |   |   |   |
|   **Flu/Covid Clinics**  |  A Saturday clinic held is being held on 19/10/24. Both pre booked and walk in clinic.Asking for volunteers.Trying to make it a community day.Ask Police and Fire brigade to come along and sit in reception.  |   Peter, Linda, & Kaye.Amanda |  Ongoing Ongoing |   |
|  **Smears**  |   We have a long waiting list – poor uptake.Currently employing two locum nurses to help “mop up”.Both our salaried nurses are training  |    Nurses  |    Ongoing  |   |
|  **Update on Monkey Pox**  |  No cases reported as yet.  |     |     |   |
|   **Pharmacy Team Issues** | Employed x 3 locum pharmacists to help clear back log.Have now appointed Lisa as the new Pharmacy Lead.Jane is meeting regularly with the pharmacy team, to ensure all is going well.Prof. Seidu has helped clear the endless list of tasks, taken approx..2 months to clear as there were over 4000 tasks.Complaints have now reduced re scripts.Tasks are ongoing |  |               |   |
| **CQC update** |  Follow up inspection expected in October.Nothing that has been asked is unsurmountable. |  |  |  |
| **Practice Manager** | Beelal is now back, knee accident was a hiccup, but he has now returned. |  |  |  |
| **AOB:** | Local black community felt we were being racist as they felt when they rang, the accents stop them gaining an appointment.The perception is that staff look at them differently and deal with them differently.Now have a multi diverse reception team working within reception.,GPBOT – new programme currently being installed we will be using this form 2025 as part of our triage service.Wound care services – This will be moved to The Willows from October, as we do not have the capacity to run a wound care clinic.Extended access:7 Day opening , finalised contracts…Extended Access: Looking at possibly, Monday and Tuesday late night (8pm close) at HFMP.Wednesday, Thursday and Fridays at Victoria Park (as they are part of our PCN). Negotiations currently going on.Jane Sinfield, interim Practice Manager, staying with us to provide further support, until at least end December 2024.Armchairs – designated for disabled people, in GP rooms. Chairs with arms, for people with disabilities, requested.  | Prof. SeiduProf. Seidu  | Dealt withActioned |  |
| **Next Meeting Date:**  |  **Wednesday 4th December 2024 at 1pm** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |