

**Minutes of Northlands Patient Participation Group (PPG)  
Friday, 23<sup>rd</sup> February 2024, Northlands Surgery**

**Present:**

Brenda Gillett (Chair)	Pat Henderson
Dennis Davies	Hugh Pilcher-Clayton
Elizabeth Hannah	Kev O'Daly
Mary Gray	Christine Redmond
Carole Roscoe	Dr Abel
Alison Ingham (Practice Manager)	Jo Osborn
Zara Lane (Mins)	

**Apologies:** Naomi Beal, Diane Gooch, Lesley (Lou) Maitland-Hudson and Laurie Johnson

- 1. Welcome and Apologies:** Brenda welcomed everyone to the meeting, particularly Carole, who joins us today for her first meeting. Alison introduced Jo Osborn, her successor who joins the Surgery as Practice Manager on Tuesday 5<sup>th</sup> March. Apologies were given, as above. All send their condolences to Laurie on his family's bereavement and we hope to see him back at meetings in due course.
- 2. Minutes of last Meeting:** notes from December's meeting agreed/signed by Brenda with no changes.
- 3. Matters Arising:**
  - **Annual Patient Survey:** the sub-committee met in January, changes were made, and the final report is ready to be published. Comments made as below:
  - Dennis highlighted that between Q1 and Q4 over 50% are not happy getting through to the surgery and discussed an incident in which a patient was unable to get an appointment to their discuss medication. All agreed it will be easier to monitor patient satisfaction once the new telephony system is up and running (NB we are still waiting for an installation date).
  - Elizabeth raised issues when calling for an appointment and was directed to MIU. AI and ZL will investigate further and ensure Receptionists are not unintentionally offering medical advice. We can use our monthly Newsletter to inform patients about such matters as when to go to MIU rather than come to the surgery etc.
  - Carole re: test results, can Q6 be better worded. Discussion around making the results outcome clearer but unfortunately this is out of our control as bloods are done by RUH.
  - POD: ceasing emails and website requests from 29<sup>th</sup> February, telephone requests only between the hours of 10-3.00 pm. Northlands are currently looking into what this means re workload and additional staffing and plan to having an alternative in place asap. To encourage the use of online access it was suggested that we hold an afternoon drop-in session where patients can bring in their devices and be helped to install SystemOne, the NHS App etc. Christine kindly volunteered to come in and help.
  - **Car Park Management and Veteran Friendly Practice Accreditation:** roll over until next meeting, Creative Car Parks are not of interest to the surgery.

#### 4. New Business:

##### **Carers Afternoon with Swing Band:**

The event was well attended, everyone had a fun afternoon dancing and singing along to the band. All feedback has been positive. £130.00 was donated to the food bank.

##### **Health & Well-being Day, Sat 14<sup>th</sup> September, Calne Town Hall:**

Sub-committee meeting is planned for Thursday 14<sup>th</sup> March. Carol volunteered to be part of the working group after initial plans are formed at the sub-committee meeting.

##### **PCN – Update on Current Position and Estates**

Alison explained that Calne surgeries are linked to enable NHS funding to be accessed that can benefit the whole of Calne via additional healthcare roles. As regards Estates, all primary care developments (eg extensions, new surgery buildings) have to be made via the NHS Estates Toolkit. This is drawn up for each locality or PCN and assesses how the proposed plan meets the needs of the whole community, taking into account the existing infrastructure (primary care, ie surgeries; and secondary care; ie Broken Cross). It is unclear where Calne is in this process and Alison said she would ask the ICB for an update.

*Post meeting: BSW ICB advised Alison that Estates Plans are currently being pulled together for all Banes, Swindon and Wiltshire PCNs/localities. Input from GP Practices will be sought in due course. The Estate Plans will then all be reviewed and ranked.*

#### 5. Items for Next Agenda/Future:

- Update from sub-committee meetings.

#### 6. Any Other Business

- A card and flowers were given to Alison from the PPG to mark her forthcoming retirement.

#### DATE OF NEXT PPG MEETING:

- **PPG Meeting:** Friday, 25<sup>th</sup> April 2024 at 12.00 pm