Minutes of the Meeting of Victoria Medical Centre's Patient Participation Group on Thursday 6 October 2022

Present: Alison Tones, Practice Manager, Annette Thompson, Chair Person for PPG.

Patient members:

Theresa Thomas, Margaret Collins,

Apologies for absence: Rachel Hewitt, Joy Ferguson, Karen Clifford, Clive Gibbons

No **matters arising** since the group has not met during the Covid Pandemic

UPDATE BY Alison Tones:

The PPG was recalled and updated by Alison. Absent members hope to make it to the next one.

1. The practice now has 3,600 patients.

2. The practice now has a new team of receptionists who are currently being trained. They are: Stephanie, Vicki, Lyndsay, Kayleigh, Keleigh (Admin & Healthcare). Congratulations to Alex Farthing who has now returned as Assistant Practice Manager. Robyn is on maternity leave.

3. We don't have a Practice Nurse – there is a shortage – use locums. Lorraine is our permanent Healthcare Assistant.

4. We have one F2. They change every 4 months.

5. Alison said, there have been lots of complaints due to changes in service (pandemic). There will be a practice meeting about this and Alison will feed back next meeting.

6. Changes affecting all practices:

- CCG's no longer exist.
- From 1st July the Health and Care Act 2022 was passed. It brought into being Integrated Care systems. There are 42 ICS's across England and since July this year they became operational as statutory bodies. It is one in which local NHS organisations in partnership with other organisations take on joint responsibility for resources and the health of the local populations, providing joined up, better coordinated care.
- NHS England will monitor the performance of and support the NHS bodies with and through the ICS
- The Care Quality Commission will independently review and rate each ICS.
- The smallest level of the new system is known as Neighbourhood level, where GP's opticians, dentists and community pharmacies are working together to deliver primary care through Primary Care Networks (PCN). We are PCN West. The expanded neighbourhood teams will comprise a range of staff as well as the above – district nurses, community geriatricians, dementia workers, Allied Health Professionals such as physiotherapists, podiatrists/chiropodists, joined by social care and voluntary sector.
- ICS's share resources such as money, to make sure that people can get the care and support they need where they live.

AOB: It was suggested that in view of the unusually high number of complaints, perhaps a short survey could be conducted, based on the focus of many of the complaints:

1. Telephone consultations
2. The lack of face to face appointments
3. Confidentiality in the waiting area.

Annette will draw up a short questionnaire for discussion at the next meeting and Alison will feedback from the practice meeting on the subject.

A question has also been raised about how the PCN Pharmacist might be used to streamline the system of repeat prescriptions – synchronisation of medication due dates etc, which could be discussed if time allows.

In addition we will have a presentation by Age Concern.

Next Meeting: Thursday, 10th November, 2022 @ 6 pm at VMC.