

Minutes of 3rd College Green P.P.G. Meeting held on 14th January 2022, at 1pm

at College Green Medical Practice

1. Present Dan Hill (CG) Ann Ellis, JN, EM, CB, SM, JT, SH, JA, JC, ST.

2. **Apologies**

AN, JS, LR, RT, JH, RS

Derek Grinter resigned from the PPG but we would like to thank him for all of the support he gave to Granton PPG over many years.

3. **Minutes of the last meeting and matters arising.**

Prescription problems There are problems of communication between surgery, patients and pharmacist. The Practice is working on this and trying to improve the situation. There are ongoing difficulties over staffing and inexperience of using the system. It is preferable to order on line or for a written request. Telephone requests often lead to errors. Dementia carers can order for Dementia patients. A post-box for written requests may be fitted for patients to drop prescription requests in rather than wait in a queue at Reception. There is no external letterbox at CGMP.

4. **Updates from the Practice**

There are currently 55 full and part time staff, and seven partners and ten trainee GPS. Dr Hardy has left the Practice

The Practice is in a Primary Care Network (PCN) with St Heliers and Wychall Lane Surgery.

Social prescribing, a staff member from the PCN operates on Tuesday and Wednesdays. The Livi system can be used online for out of hours appointments. All booster vaccines for eligible groups have been offered and given. Vaccine problems have occurred when vaccines have not been available as promised; often at very short notice. This was not the fault of the Practice and increased their workload. Invitations were sent out and then had to be cancelled and rearranged. This was also a factor in the long queues at some sessions, when vaccines were available., with staff shortages also being a factor. Vaccines can only be supplied within the P.C.N. to which the Practice belongs

5. **Other Matters**

Could the check-in system be used again to direct patients to the correct waiting room?

Are blood test being done at College Green? Yes, unless it is a hospital request.

Has the QE got up to date knowledge of the practice? A patient was told that her records were being sent to **Granton** by a consultant; The QE has since been informed.

It was suggested that, considering the new practice had merged three practices and a large number of staff as well as dealing with Covid, it was understandable that there were some teething problems and that everything was being handled well.

Could a photo board of staff members be placed at the entrance for information for patients. This will be considered.

Dan was thanked for his honest answers and continued support for the PPG.

Is the PPG a combination of the three practices? Currently the PPG consists of 26 members of the previous practices who wish to continue as active members. All 252 previous members were emailed twice and responded if interested. The PPG is at present the amalgamation of the three practices. It was suggested that we would continue with Ann and John N. as chair and Vice Chair and Andrew as

Secretary until the time of the AGM. It was suggested that this could possibly be held in May at 6.30/7PM and then could elect officers for the combined PPG

Could possibly a doctor attend the meeting to support Dan who was having to answer a number of questions? Having a doctor involved as well as the Practice Manager was the approach taken previously at Granton PPG and notably added to the breadth of discussion and the standing of the PPG.

Next PPG meeting could be in March with an AGM in May/June and questions to be submitted in advance of the meeting. Timing 6.30/ 7pm. Questions to be submitted before the meeting.

Dan to suggest and circulate possible dates for the next two meetings.

The meeting finished at 2.05pm.