Minutes of The Grove Medical Centre Patient Participation Group 8 November 2024

Attendees: Gary Lewis (practice manager), Bridie Dennis, Neil Hoskin, Karen Sandford

Apologies: Maria Norgate, Pat Strack, Donna Tuffs (practice care co-ordinator)

**Additional Roles Reimbursement Scheme**

Funding for additional staff within Practices, through the Primary Care Network contract. Additional roles include first contact musculoskeletal specialists, pharmacists, paramedics and care co-ordinators.

The government has made £83million available to provide additional GPS to surgeries. Issues around this are:

Surgeries need to find the additional GPs who must meet the strict criteria of having qualified within the last 2 years and not held a substantial post in a GP Practice.

The funding needs to be utilised by the end of March 2025, and it’s not clear if funding will continue.

Current GP contracts are still under negotiation.

**Minor Illness Service**

This service went live at the beginning of November with venues in Boreham Wood and Potters Bar in the first week. It is a GP led service. Patients will be allocated to minor illnesses service via the triage system and 111 can also book in patients.

The funding from the ICB is for Hertsmere PCNs and Manor View patients and the service will run until the end of March. They will review the impact on 111 and A&E demands.

**BMA Industrial Action**

No agreement reached. Current Practice action is maintaining Data Protection by not signing up to new data sharing protocols that are not for clinical purposes, and GPs having the option to send direct referral letters instead of using the preferred proformas.

**Staffing**

Esther our clinical pharmacist has now left her position due to relocating away from the area.

A new pharmacist will start in mid-January working 3 days a week and the practice is looking for another pharmacist to work 2 days per week.

Donna is leaving 15 November, and her role will be covered by two care coordinators, Tracey and Brigit

Collette from reception is retiring and her role will be covered by two new patient coordinators, Lorraine and Jane

Maria Norgate (PPG) has decided she cannot continue as a member. We will look for someone to take her place.

We will miss all of them.

**Surgery Waiting Room**

Needs reviewing to ensure posters and information are up to date. Karen, Neil & Bridie will agree a date to come in together.

**Newsletter**

This has been finished and is now printed and in the waiting room. Next one will cover Spring topics.

**Event at 96 Shenley Rd**

We collected information and leaflets from the different stands and will use these to update surgery information. We also have leaflets and emails from Healthy Hub based at 96 and from Live Longer Better in Hertfordshire.

Social prescriber refers patients to Lee from Healthy Hub who follows up the patients progress.

Leaflets covered a series of exercises for people to do at home and information about local free classes on strength and balance.

We agreed to look at printing some off for the waiting room.

Gary will have update on possible events when he meets Hertsmere rep Jyoti.

**5 Surgeries PPG**

The first meeting is on 3 December and we hope to share ideas with the other surgeries.

Gary wondered if we may get ideas to set up events for Grove patients.

**AOB**

It can seem unwelcoming to patients waiting at reception when receptionists are busy and do not acknowledge them. It would be helpful if whoever is on reception could look up and have a brief word to let patients know they will see them as soon as they’ve finished.

Gary will take this up.

Next meeting 10thJanuary 12.30