

Wolseley Medical Centre PPG Meeting
7th September 2023

Present:

For the PPG
(redacted)

For the Practice
Chris Hall
Alice Walsh

1. Medical Centre Update

a. Staff appointments

Both long term locums have left the practice, and the Practice welcomes 3 salaried full time GPs who will cover Monday to Friday between them. One is confirmed in post, the others are yet to confirm but the Practice are confident they will join soon. CH stressed that this would ensure improved continuity, as well as salary savings and a better work life balance for all staff

b. Telephone system

Currently 2 systems are being looked at with the intention of providing a call back service at busy times, recording of conversations and alerts for capacity. The conversations will be forwarded to accuRx, and stored in patient records.

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There was some discussion around the challenge of, for example., accuRx for those without IT access or ability, particularly for requesting prescriptions. CH assured to members that people will still be able to phone the practice for prescriptions and appointments, and there was no intention to withdraw that service.

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DB raised the issue of accessibility to the toilets, since as far as he was aware, only 1 was in operation. CH informed the members that the 2nd toilet had now been repaired, however, due to excessive vandalism, the decision had been taken to only provide access with a key, that patients will have to ask Reception for

c. Flu update

Messages will be sent out soon to patients inviting them to book their flu vaccines. CH asked for volunteers to signpost – VS and SL offered their services. Additionally, COVID vaccines are expected to be delivered to the Practice soon, again, these will be dispensed by invitation only, and will be given by PCN staff at the Wilberforce Centre

- 2 Appointment of Chair and Secretary of the PPG
After some discussion, VS was nominated as Chair, and SL offered to take up the role of Secretary. AM suggested that, as Wolseley was part of Symphonie, that the Group should make contact with PPGs in the other practices. (*see separate short briefing for PPG members only re this*)
- 3 Recruitment
There had been discussion at the previous meeting of the provision of a pop up banner for the entrance promoting the PPG. AM circulated a draft design for the banner prior to this meeting. CH then informed the members that there was in fact, no funding available for a banner, but the draft design would be adapted to become a flyer which could be handed out, at, for example the flu clinics. Suggestions for edit included addition of a phone number, extension of the web address from the compressed version. AM raised the issue of inclusivity and diversity and suggested that versions should be provided in other languages, given the diversity of the patient population.
- 4 HNY PPG Chairs Meeting
This will be on 23rd October but the venue and time have not been confirmed. AM had previously offered to attend on behalf of the PPG as at the time of the invitation, there was no Chair in place. It was agreed that CH would contact the HNY PPG and add the names of DB and VS to the list (subject to venue and time)
- 5 Appointment System. Item requested by PB
The Practice were looking at a system called Babblevoice (<https://www.babblevoice.com/>). PB agreed this was covered by item 1.b *
- 6 AccuRx
It was agreed that this item had already been addressed by item 1b
- 7 AOB
There was further general discussion around accuRx and AW offered to demonstrate its use to those who were not familiar with it. DB asked if the meeting room would be available to the group for pre meetings. AW confirmed that this was the case
- 8 Date of Next Meeting
Tuesday 7th November at 4pm