

## St Elizabeth Medical Centre - Patient Participation Group

### Meeting Minutes

<b>Date &amp; time:</b>	13 <sup>th</sup> August 2024, 18:30			
<b>Place:</b>	St Elizabeth Medical Centre (SEMC)			
<b>Attendees:</b>		Present	Apologies	Absent
SEMC	Mrs Elizabeth Morton (EM) — Practice Manager & Facilitator	x		
Patients	Mrs Rehana Beg (RB)			x
	Mrs Angela Bowness (AB)	x		
	Mr John Bowness (JB) — Vice-Chair	x		
	Mr Ahmad Khwaja (AK)	x		
	Mr Jamie Lake (JL) — Secretary	x		
	Ms Julie Paynter (JP)	x		
	Mr John Shroff (JS) — Chair	x		
	Mr Ian Walker (IW)	x		
	Mrs Vanessa Walker (VW)	x		
<b>Voting quorum present?</b>	Yes			

### [Agenda & Minutes](#)

#### 1. Actions progress.

- 1.1. It is still intended that the **Social Prescriber** will be at the September meeting.
- 1.2. The **Virtual Group** waiting list will be contacted by **EM** after the Evington Road surgery business has been concluded.

#### 2. Funding.

- 2.1. There continues to be a push on Whooping cough **immunisations**.

#### 3. Update from the Practice.

- 3.1. The **roof** has been assessed and is ok, however the drainage system requires some maintenance and repair.
- 3.2. After the **drainage system** has been rectified the two **end rooms** can be brought back into operation.
- 3.3. Regarding the closure of **Evington Road surgery**, there have been problems with the downloadable questionnaire. IT are looking into it.
- 3.4. Some questionnaires have been received with various suggestions.
- 3.5. The **consultation** finishes on the 10<sup>th</sup> of September.
- 3.6. **Downing Drive surgery** are currently evaluating their catchment area.
- 3.7. An **Advanced Nurse Practitioner** has started at SEMC. They are helping to educate patients regarding appropriate use of Surgery appointments.

- 3.8. EM has suggested that notifications for first **missed appointments** should come from the PPG. Second missed appointment notifications and final warning letters will come from the practice.
- 3.9. It was noted that some patients have little to no regard for the impact of their selfish behaviour regarding missed appointments.
- 3.10. The practice is recruiting for a **pharmacist**.
- 3.11. A **privacy notice** has been placed in the reception area to inform patients that they can discuss their health matters, with reception staff, privately. This is in response to IW's concerns raised at the last meeting.

**4. Any other Business.**

- 4.1. None.

**5. Action List.**

From	Action	Who	By the
1.2	Virtual group contact	EM	See 1.2

**6. Agenda for next meeting.**

- 6.1. Review progress on actions.
- 6.2. Update from the practice.
- 6.3. Any other Business.

**7. Next meeting:** 18:30 to 19:30 on the 10<sup>th</sup> of September 2024

Minutes submitted by: Jamie Lake, 15<sup>th</sup> August 2024