



## PPG Meeting

Date of Meeting:	31.10.2022
Attendees:	Jack Gaddass – Assistant Practice Manager

### Updates from Previous Meeting:

- The phone system no longer has the covid alert at the beginning.
- Contacted Brunswick to see if they have any residents who are interested in joining the PPG, and have provided posters for them to display.

### Flu and Covid Vaccines

Flu clinics started in September with the carehome and housebound patients, other clinics started in October with 2 Saturday clinics and some Thursday PM clinics.

### Enhanced Access

Our out of hours service has now started and has already provided over 400 appointments to patients within our network. Focusing on ANPs over GP as GPs unable to provide continuity during out of hours, so more overall appointments should hopefully allow us to better reserve daytime GP appointments for those in need of continuity.

### Staffing

We suffered from particularly low staffing levels in August/September as the holiday season overlapped with people leaving for various reasons e.g. Travel, University, Family. Fortunately, we are starting to see this be resolved now as recruitment has filled those gaps, and the main holiday season has ended (schools holidays aside). We are now planning on overrecruiting with the intention of being able to increase the focus on training, and reduce the impact of leavers.

## **Pharmacy**

We used to have an in-house pharmacy at the practice but they went their separate way a few years ago. Recently we have had a number of people approach the practice with feedback regarding the pharmacy, believing that we were still linked. Is this something that you believe is still widely believed in the community?

- Yes, this is thought to be commonly believed. It was noted that the old sign on the end of the building may be supporting this misunderstanding. The practice is currently waiting on someone to come and remove the sign.

## **General Feedback**

- General discussion led to the idea of creating an information document explaining what our GPs do and what has been done throughout the covid – 19 pandemic. Jack will create something for the next meeting in January.