

**Birchwood Medical Practice
Patient Participation Group Meeting
Thursday 19th September 2024 – 6pm**

Attendees: (KR) – Practice Manager
(ZW) – Deputy Manager
(CB) – PPG Member
(KA) – PPG Member
(DW) – PPG Member
(RA) – PPG Member
(TO) – PPG Member
(AG) – PPG Member

Apologies: (SB) – PPG Member
(LH) – PPG Member
(DC) – PPG Member

1 Welcome

Everyone introduced themselves to the meeting. Everyone welcomed our new member, DW to the meeting.

Apologies noted above.

2 CQC Inspection

KR advised that our CQC inspection will take place on Wednesday 25th September 2024. AG advised that she had been interviewed as part of the process and gave great feedback for the Practice.

KR gave an overview of the process and advised that we will update the group once we have the outcome – approximately 2 months.

KR gave an overview of our complaints process and advised that we have quarterly meetings to discuss these and learn from them.

3 Covid/RSV/Flu Vaccination Update

CB advised that she was getting conflicting information on whether or not she could have both the vaccinations at the same time and found the text messages slightly confusing. ZW advised that patients booked into a covid clinic *may* be able to have the flu vaccine at the same time, but if they are booked into a flu clinic then they will not be able to have the covid vaccine.

CB advised that it might be worth changing the wording on the texts to make it less confusing for patients. It could also say if you have already booked an appointment, please disregard the text. KR noted this.

4 New Registrars

We have had a change over in Registrars again. This usually happens around April, August and December. New registrars are Dr Yayha Abdirahman, Dr Daniel Aje, Dr Victor Chibiko and Dr Nicholas Lim. Both Dr Aje and Dr Chibiko have been with the Practice before during their earlier stages of training.

5 New Staff Member in Reception

Sadly, Caitlin left Reception in July due to personal reasons. Her replacement is a lady called Kris who appears to be settling in really well.

6 Newly Created Calm Corner

We have created a 'calm corner' in Reception for use by patients who wish to escape from the hustle of the waiting room. There are ear defenders available for children to use if needed. The reception team will also turn off the sounds of the TV in the waiting room when requested to do so.

7 Members Contribution – any ideas to improve waiting area?

DW suggested that the times that the notices are displayed on the Jayex board could be increased as he felt they moved too fast. He also said we need to make sure things are up to date. ZW to check both items.

8 Any Other Business

Pharmacy Issues – KA asked if we knew why the Boots had changed to the Co-op. ZW stated that Boots had decided to close down a number of stores.

AG discussed an issued she had recently experienced by being issued incorrect medication. She has subsequently changed her nominated pharmacy.

KR asked about extra housing and how this would impact the surgery. KR advised that this was still under discussion with the ICB.

AG handed round a leaflet about Bernadette House which she has received through the mailbox recently.

DW wanted to say what great service he has received since being at the Practice. He finds the ring back service really helpful. All members said that they felt lucky to be part of a great surgery. ZW and KR thanked everyone for this. ZW will feed these lovely comments back to the whole practice.

AG asked a tombola stall could be set up for the upcoming flu/covid clinics. KR to check with Nurse H. It would be good if this could go ahead to help raise some funds for the PPG.

Singing for Dementia Poster – KR to ask Mel to add this to the newsletter.

Date of Next Meeting

To be held on Thursday 12th December 2024.