**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING**

**HELD ON THURSDAY 23rd JANUARY 2025**

**COMMENCING AT 2pm**

Attendees: David Hartley

Peter McCrindle

Ashvin Patel

Ian Mosscrop

Dr Catherine Hart (Practice)

Jayne Gelder (Practice) – Chair / Minutes (JG)

Apologies: Ken McCrea

Alex Hilton

Introduction

JG opened the meeting and welcomed everyone. JG said that due to illness, this was the first meeting since April 2024 and as such, asked that everyone introduce themselves.

Discussion

JG handed out a copy of the previous meeting Minutes to those needing a copy and these were agreed.

JG explained that given no agenda had been prepared, this was to be an open meeting.

GP Partners

Dr Hart had introduced herself as the most recent partner to have joined the practice and the question was asked if all the GPs at the surgery are GP partners. Dr Hart confirmed they are and explained the GP partner role, namely that they are fully involved in the running of the surgery and that each GP’s opinion/vote is equal to the next.

Friends and Family

JG referred to the friends and family test results that had been provided to everyone and explained that the monthly results are available on our website and in the surgery. JG also said the results can also be included in the GPs annual appraisal. The question was asked if it is an external appraiser who does the appraisals. Dr Hart confirmed it is and explained the procedure and robustness of the appraisals. It was also confirmed that the CQC are not involved in the appraisal process and that the appraisals are arranged by an independent deanery.

Total Triage

The Total Triage process was then discussed together with the benefits to both patients and staff. It was noted that we have been using Total Triage for almost 12 months with very good results. It was raised that it would be useful to patients if it was clearly set out on the website the availability of the triage form as if you are unaware of the times and go to the website and the form is unavailable, it can be confusing.

Physician Associates

The subject of some controversy around Physician Associates ‘overstepping’ in hospitals was raised and it was confirmed that there are currently no plans to use Physician Associates at the surgery. Dr Hart referred to the medical professionals who supplement and support our clinicians such as physiotherapists, home visiting paramedics, etc. Questions were raised about the paramedic’s role and Dr Hart explained that they are employed by the network and see patients at home if the GP deems this to be appropriate. Dr Hart confirmed that the paramedic will contact the GP whilst doing a home visit, if necessary.

Training Practice

Dr Hart then advised the meeting that the practice is now a training practice. Dr Hart explained that Dr Craghill, Dr Challa and herself are mentoring/supervising medical students in the surgery. The students are all in their final year and come to the surgery for a period of 7 weeks, spending 3 days in the surgery and 2 days at university. Dr Hart explained that the student will see a patient, take the patient’s history, examine them if necessary and then present the case to the GP in front of the patient. Dr Hart confirmed that we do get remuneration for being a training practice.

NI Issue

The question was asked as to whether the NI issue has been resolved within GP practices, namely do the practices still have to pay the increased NI for their staff. JG advised she is not aware that it has. This then led to a discussion around how the practice gets its income. Dr Hart explained the GMS contract.

Medication

Medication reviews were discussed. It was explained that the reviews are done annually and that an appointment is not always necessary as the GPs continually review patient medication when signing prescriptions. Dr Hart explained this fully.

It was raised as to whether the surgery always prescribes generic medication and Dr Hart said yes, we do unless there is a very good reason for a branded medication to be issued.

Travel Vaccinations

The question was asked as to why some travel vaccinations are given at Library House Surgery. Dr Hart explained that we do not keep all travel vaccinations at the surgery and special training sometimes must be given in order to administer certain vaccinations. Dr Hart said there is also a cost implication with regard to some of the vaccines.

Next Meeting

The next meeting will be held on Thursday 8th May 2025 commencing at 2pm.

JG advised that the Practice Survey results will be available for the next meeting and asked for any further items to be discussed to be sent for her attention to the surgery email address.

End of meeting.