**The Mortimer Surgery**

**Patient Participation Group**

Notes of the meeting of the Patient Participation Group held on Thursday November 14th 2024 commencing 18:15 hours.

Summary of Actions Agreed:

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| Minute | Action | By whom |
| 05 | Consider what actions PPG can take to alleviate staff stress and IM-patients! | All |
| 07 | JB to ask PP to invite doctors and surgery staff to the next meeting | JB |
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Present

Chaired by Shirley Cullup (SC)

Mollie Lock ML

John Bagshaw JB (Vice Chair)

Simone Pulleyn SP

Diana Marlow DM

Brenda Neeves BN

Eddie Holweger EH

Maryam Rizwan MR

Jean Waites JW

Eva Van de Meuren EVM

John Miller JM

Practice Staff

Dr Nick Bradshaw NB

Apologies

Mentioned not present

Graham Robinson GR

Dr Iain Rock IR

Dr Mark Green MG

Penny Palmer PP

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| No. | Discussion Item | Action |
| 01/ | Welcome & Apologies for Absence:SC opened the meeting and welcomed everyone. Declaration of Conflict of Interest:None were made. |  |
| 02/ | SC reported that GR (former Vice-Chair) has moved away from the area into sheltered accommodation due to deteriorating health. Group members expressed their best wishes and signed a card which SC had brought to send to him |  |
| 03/ | Matters Arising The minutes of the meeting on 12th September were read through and approved. All actions had been completed. |  |
| 04/ | Future meeting daysThursdays are not best suited to the availability of senior doctors from the practice. Tuesday is a day when both IR and NB are present, but not MG and JB is not available. Wednesday is best for all except IR, but not the 1st one of the month for ML. Wednesday was therefore chosen as the best day, starting in January. |  |
| 05/ |  Doctor’s Report NB reported that the appointment of Dr Darshini had been confirmed but Dr Abi Taylor left last week. The partners are looking at other options currently, e.g. another paramedic. Ther is the possibility of creating an acute on-call team and also improving the continuity of ongoing care, which is likely to be a priority of the new government, by ensuring those with complex needs were most likely to see the same medic each time. More routine appointments could be allocated in this way. Industrial action by GPs had not had much effect at Mortimer. Some routine reporting was being limited. There is a lot of discussion about the possible escalation of action, and some support has been expressed by the ICB.The increase in National Insurance contributions by employers will have considerable impact on running costs for the surgery. This will make them more cautious about taking on new staff.New software systems introduced have improved processes. There is also a new system aimed to improve patient safety which the doctors need to be trained on.Doctors are getting pushback from patients about hospital waiting lists, There is not much they can do. It is possible to refer patients to other providers but lists may not be any shorter and information is not available to see this.We are fortunate to have a lovely group of staff at the moment, and the new nurse, Anne Jones is a great addition to the team. There is some staff sickness causing a few issues presently.BN queried the NI increases being due to the practice being independent and not part of the NHS. NB explained that GP surgeries were mainly independent contractors as defined by government as are pharmacies, care homes etc. For Mortimer this means an additional £60k p.a. cost of NI.SC reported that no new student had been recruited from the Willink School for the first time in 5 years. NB confirmed that trainee GPs are mostly coming from abroad now, as it is a less attractive career for UK students.JB asked about a receptionist who was leaving in part due to the stress of rudeness from patients. EVM confirmed this was a problem. Some would not accept the call back system and would wait on the telephone a long time. A police officer had been into the surgery to train staff on dealing with conflicts. More security will be provided around the reception area. JM felt public impatience was greater due to expectations of instant replies to queries. SC asked MH if younger people felt there were problems. MH confirmed a general feeling of ‘things falling apart’ which they felt helpless to resolve and not responsible for the causes. Many were badly affected by lockdown. JB wondered if the PPG could help with these issues in any way – to be considered?  | All |
| 06/ | Election/appointment of Chair/Vice Chair/SecretaryOnly one name was put forward to take on the role of Chair as SC was stepping down. JB was approved unanimously as the new Chair to preside at the next meeting. No volunteer came forward for Vice Chair or secretary (these roles are currently fulfilled by JB)JM proposed a vote of thanks to SC for her great work as Chair for a number of years, which was unanimously endorsed by the group. |  |
| 07/ | Date of next meeting:Wednesday 18 December -18:15 hrs, bring refreshments. All surgery staff (including doctors and especially senior docs.) welcome, JB to ask PP to put the word round | JB |

Minutes approved on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Chair