

THE ELMS MEDICAL PRACTICE

AGENDA

Patient Participation Group Tuesday 18 April 2023 – 1pm

Present: JB MG JS RC JL CC RW

1. Apologies. None.
2. Minutes of Previous Meeting. Agreed.
3. Matters Arising
 - i. Adult ADHD & PSA Monitoring services introduced.
 - ii. CPR poster displayed.
4. Primary Care Network: Clinical Pharmacists, Physician Associates, Paramedic, Mental Health Practitioner, First Contact Practitioners

JB summarised PCN workforce plan. Two paramedics and PA recruited recently. PCN is currently recruiting a new manager
5. Covid Vaccination Programme

Phase 5 – spring booster – covers care home residents, 75+ and 5+ immunosuppressed. Paramedic TC commences vaccinations tomorrow. Two Saturday sessions planned at present for 75+. Immunosuppressed to be immunised on Tuesdays.
6. Management Changes

Business Development Manager (CC) now in post, in addition to Practice Manager (SS), Dispensary Manager (SW) and Financial Controller.
7. Extension to Building

Project completed but waiting for some IT work. Six additional desks for clinicians across five rooms. This will allow the practice to expand our educational commitment to include training GPs.

8. Enhanced Access

We now have EA provision across a number of disciplines – GPs, nurse practitioners, nurses, HCA, clinical pharmacist, mental health practitioners – on Monday, Tuesday, Wednesday, Friday and Saturday. No further suggestions were offered in terms of skill mix or timings.

9. Branch Surgeries

The GP service remains centralised in Hoo. FCPs, NPs and nurses undertake sessions in Allhallows.

PPG members expressed a preference for generalists at branches.

10. Education: GP Trainees, Medical Students

The Elms continues to host medical students from KMMS, and will shortly have a final year GP trainee.

11. Any Concerns or Queries

- i. Can we send out SMS messages to patients as a reminder for appointments?
This can be done on request.
- ii. Access concerns. The PCN will be undertaking some work in access and capacity in the near future. We will be investigating new roles such as care navigators.
- iii. Population expansion. We feel that the extension will provide the practice adequate infrastructure in the short term. Uncertainties in the timescale for building work make it difficult to plan.

12. Any Other Business

- i. JB explained details of the recent CQC report: Requires Improvement. There is an action plan, and we will try to implement this as soon as possible.
- ii. JB provided a tour of the new extension.

13. Date of Next Meeting

TBC