

MARKET OVERTON and SOMERBY SURGERIES PPG MEETING 06 January 2017

Attending: Elizabeth Bell, Miriam Bird, Pat Fynn, Rosemary Jameson, Ian Razzell, Claire Southerington.

Apologies: Dr Bietzk

IR opened the meeting with a broad apology regarding the gaps in meetings and lack of engagement since the summer of 2016. There had been a high turnover of staff in the Practice and Surgeries including the loss of the Practice Manager (at short notice) which had caused constraints on all members of staff.

IR went on to confirm that there would be two Practice Managers going forward with Mrs Lizzie Jones leading on PPG activities but Mrs Shireen Williamson joining the Practice as the second Practice Manager. He also went on to explain their job specifications which were confirmed as:

Mrs Lizzie Jones – Human Resources / Medical Intelligence / Operations (HR/Med Int/Ops): This role will look after the staff employed by the Surgeries, focus on data we receive from the Public, PPG and Healthwatch so that we can respond and finally, manage the daily routine of the Surgery.

Mrs Shireen Williamson – Infrastructure / Information Technology / Training (Infra/IT/Trg): This role will manage the estate (including Health and Safety, all Computers, telephones and websites and finally, ensure that all staff are appropriately trained.

Claire Southerington will continue as the focal point for the two Surgeries (Lead administrator) and will work with the two Practice Managers to achieve the work required.

IR then informed all PPG members that the CQC would be visiting the Surgery on 10 January 2017, following notification at the very end of 2016. The visit would require a lot of focus from the staff and he asked if the PPG could be available to support the Practice and give a frank view of our performance. The short notice was regretted but CQC only give two weeks' notice and most of that had been taken up by the holiday period.

IR informed all those present of the new member of the nursing team (Mrs Amanda Jones), who joined the Practice on 03 Jan 2017. Mrs Jones was a prescribing nurse and as such would bring a new skill set to the Surgeries at a time when Primary Care was facing real challenges. **IR** also confirmed that Mrs Spencer would be reducing her hours in March of 2017 but there would still be an overall gain in nursing hours and skillset.

IR apologised for the absence of a GP but this was due to sickness and preparation for the CQC inspection.

IR briefed all those present on the installation of new Emergency telephones. This was as a direct result of a request from the Doctors and would ensure that if there was a real emergency, then the number could be accessed by all staff and patients in order to get urgent assistance. **IR** would not replace the 999 option and a Policy would be put in place to allow all members of staff and patients to fully understand how the new telephone would work.

Date of next Meeting: This was confirmed as 08 February 2017 at the Somerby Surgery, meeting at 1430hrs.