

**Duncan Street Primary Care Centre**

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Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

Practice Manager: Denise Vaughan

 **PPG Refresh & Refocus Minutes**

 **Wednesday 11th January 2023**

 **Board Room**

 **11 – 12pm & 17.30 – 18.30pm**

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| **Items Discussed**  |
| **Welcome and Introductions** We had 6 Committee Members attend thank you to those who attended and want to stay on the Committee.  |
| **Refresh and Refocus (Terms of Reference)**I have put together a new term of reference for you to go through which sets out expectations of a PPG Member, the membership and PPG Activities. Attendees went through this or took it away with them for review, feedback and signed to accept these terms to continue on as a member of the PPG. In the next week or so Committee members who are still on the list will receive this via a text message for those of you who have a mobile. If not, it will be posted out. If the Terms of Reference isn’t completed and returned to me by no later than **Friday 10th February 2023.** I will presume you are no longer wanting to participate in the PPG Committee membership and I will remove you from the list. thank you for your support.  |
| **Services we offer at the Practice** The Practice Manager discussed services we have at the Practice and what we have been doing the last few months to include below; **Tuesdays** – Mental Health Practitioner**Wednesday** – BPAS (Termination Service) we also have a Physio and a Diabetic Specialist **Thursdays** – BPAS (Termination Service) We have 2 Midwifes, Diabetic Specialist, Prescribing Support for medicine management. During our Flu Clinics we had the Carers Support team in to discuss options with patients and to take away flyers / leaflets for information.  |
| **Q & A’S** **GP Trainee Name Badges** – As we are the largest GP training Practice in Wolverhampton we have trainees who rotate regularly and a suggestion was put forward to have a name card so the patient knows who the Doctor is he/she is seeing. **Action:** PM to source some ideas for this. **Phones** – The phone system seems to have calmed down and settled now and the hold music is much better now it’s been changed. To note all calls are recorded so any rudeness, abusive behaviour will not be tolerated and a warning letter will go out. **Appointment system** – We have lots of appointments and still offer same day calling in. However, we also have a duty to keep some back for Home Visits and younger Children and vulnerable Older Adults. **NHS APP - Online Services** – The Practice encourages Online Services and to register for this. **Prescriptions** – Out of stock drugs are a global issue at the moment and we are working with our Pharmacists Dudley Road and Super care and they are trying to offer alternatives where they can, this is left to the individual Chemist and nothing we can do. Repeat prescriptions can be emailed to us at Bcwbccg.duncanstreet@nhs.net. We won’t take verbal prescriptions over the phone. Elderly can use the box in the entrance to the Practice and still go to there local Pharmacists. **New Supplier**We have a new service offering a new TV, Checking In machine and to allow a QR Code where patients can check in. (This is a new thing we are working on and testing out). The TV will be on and up and running soon. **PPG / PPG Chair** Discussion was held around how we can increase our PPG diversity and gain more interest in the role of the PPG and replacing the PPG Chair. All Practices are struggling with restarting PPG meetings again as this is across the PCN. (Primary Care Network in Wolverhampton)A suggestion was made to collaborate with all PCN’S in our network and have a representative attend the meetings. **Action:** PM to put this forward with Clinical Director. **Attendees**Dr Agarwal or one of the other Doctors be present at the meetings to give us an update and talk some of the suggestions through. Given the demands and challenges this is not something that can be offered at this current time. **Future PPG meetings** Discussion was for future meetings to be held 17.30 – 18.30pm – I will send out invites for the next meeting.  |

Look forward to seeing you soon and your constructive feedback is always welcome!