

Minutes of the PPG meeting of Coleford Family Doctors held on Thursday 29th September 2022

Present: Dr Barbara Cummins, Bridget Docking, Clive Elsmore (Chair), Jan Baynam, Steve Furness, Jane MacBean (Secretary)

New members Chris Howells, Eddie Barnaville, John Flynn

Apologies: Anne Childs, Brenda Worgan.
Brenda is moving from the area so has resigned from the group.

The minutes of the last meeting were agreed
The new members of the group introduced themselves and were welcomed

Covid 19. The advice from NHS England is PPE is to be used in suspected and confirmed cases of Covid. Masks do not have to be routinely worn but with the rise in cases many NHS establishments are doing so, the practice will re-introduce as seems necessary

The Covid booster programme is just starting to roll out with all over 50s and patients identified as at risk will be offered a booster alongside the flu vaccine in the coming weeks

PPG email. There had been 6/8 responses in August, all of whom were invited to this meeting. There was no activity in September. To continue monitoring on a monthly rota. **Action Clive Elsmore, Jane MacBean, Steve Furness.**

Further information about the PPG to be put up in the waiting room. **Action Steve Furness**

It was also suggested that information about the PPG could be included on the next information bus when next in Coleford **Action Clive Elsmore**

Patient Survey. This had been circulated to all members. The results have yet to be discussed at a practice meeting. The group felt the results were positive about the practice. Social prescribing was not well understood by the majority of respondents, To be added to website and notice board in waiting room. **Action Bridget Docking**

IT system. This had been installed and there had been multiple teething problems, but it was felt staff were getting used to it. Patients' health care information will be more joined up as a result

Consultations. The number of face-to-face consultations particularly with the GPs have increased in a response to patient demand.

Telephone system. This is at capacity. HCPs are using a separate line for their calls to free up the system. There are still occasional reports of patients being unable to get through or hanging on for a long time. All these incidents to be reported to the surgery so that they can be investigated.

New health centre. A third-party developer, Dudley Taylor, has been appointed to build the new health centre which will then be leased by both practices. Planning has been agreed and with a possible opening date of mid 2024.

Public transport remains a concern. A new bus service is to be introduced which it is hoped will alleviate this concern. Bus passes will be accepted on this service.

Next meeting. 11 January 2023 at 2pm