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| *Item* | *Description* | *Action* | *Completed* |
| Apologies | Heather Lawson: Heather has been a long serving member, is retiring from the group. A basket of fruit will be sent to thank her for her service. | CL to organise | CL |
| Matters arising | Helperby AED battery due replacement in May '24 | To discuss next meeting |  |
| Staff update and changes | Leavers:  Brad- HCA  Dr Michelle Day, Dr Anna Watson and S/N Joy Revie all retire in March.  In the dispensary reception one of the new starters hasn't worked out. Anne Canon is coming back to cover.  Soraya -receptionist is leaving in March.  New Starters:  Reception team: Bella- currently in training. Paige back from maternity leave. Lots of training in reception at the moment which is difficult whilst carrying on providing full service. Plus, we have long term sickness.  Dr Hannah Kenworthy started in Jan to cover Dr Gees maternity leave.  New starters to come:  Sarah- she will be split phlebotomy and reception roles.  GP Dr Lizzie Walker starts in March, and Dr Sally Ingram, who was a registrar with us, returns as a salaried GP in May.  Dr Bell has started paternity leave as of today! | No action |  |
| Patient's Charter to update | We reviewed the Patient's Charter which has not been updated since 2019.  Discussed items to add, update and remove.  CL will make amendments to be reviewed at next meeting. | CL to update | CL |
| Dispensary Update | Still some issues in dispensary. Queues can be quite long.  Trial of ticket machine and sit and wait was unsuccessful, so ticket machine removed. | Continue to monitor |  |
| Update from Regional PPG meeting | DM updated the group on the regional PPG meeting which had taken place on the 21/2/24.  The main areas of discussion were GP communications campaign, running TV commercials, NHS111, NHSApp and pharmacy first.  There is PowerPoint presentation which can be shared with the minutes. | DM to share PowerPoint presentation.  CL to send with minutes | DM  CL |
| Any other business | Complaint letter from the council.  A letter had been received from the council, not specifying who precisely, regarding concerns about the surgeries ability to cope with the influx of new housing, why receptionists ask for medical details, working as if in 'covid' with telephone appointments and the urgent hub.  We discussed the concerns, and how best to answer.  CMP had written a draft response.  It was agreed to invite the council members to the next PPG so we can discuss further in a face-to-face forum. | CL to invite to next PPG meeting  CMP to finalise and send response | CL  CMP |
| Next meeting | To be confirmed in May 2024 | CL |  |