|  |  |  |  |
| --- | --- | --- | --- |
| *Item* | *Description* | *Action* | *Completed* |
| Apologies  | Rita BakerA representative from the local council was invited to attend, however no one attended. | Reivite council rep to next meeting | C Wailes |
| Matters arising | Heather was sent a basket of fruit and replied with a lovely email of thanks to all.Battery for Helperby AED. Does not need to be replaced for 2 years. Pads have recently been replaced. Check with nursing team re keeping spares, as they can take several days to arrive.Regional PPG meeting. DM attended the meeting on 22.5.24. The focus was on Cancer care, cardiovascular disease, frailty, and mental health. DM informed us that the ICB would attend and present at a meeting if we request this. The hospital have a frailty score algorithm. In the practice we use a frailty score which we would use to refer to the PACT team (Pro-active care team) they assist high risk patients and reduce admissions to hospital.Patients Charter. The Charter has been updated | CL to speak with senior nurse | CLCL |
| Staff update and changes | New starters:Dr Lizzie Walker started in March, and Dr Sally Ingram started this week and is completing her induction programme.New HCA Becky started this month and is settling in well.Anne C in dispensary has come back on a permanent basis.2 new receptionists starting next month. Changes: New telephone system. Working well for the reception team. We can now monitor calls and all calls are recorded. This will help with training new people. We can manage the queue, by offering a call back service, and focusing attention to the phones when we can see there are high volumes of people in the queue.On Monday we received 600 calls. This is typical of a Monday. Numbers drop to around 400 other days. We can collect data on how many callers are directed to NHS111 when we are at capacity for the day, so we will be able to manage trends going forwards. Very positive feedback from patients. And more improvements to come.eg priority list, S1 integration. | No action |  |
| Dispensary Update | Dispensary is now closed for an hour between 11.30 and 12.30. This is to provide time to complete dispensing uninterrupted, organise housekeeping tasks, stock, and training.Appears to be working well, no complaints from patients. We conducted a survey to find the quietest hour of the day to reduce impact to patients.Serious Shortages of some medication. Widespread issues of some unavailability of certain medications. This also affects the local chemist. Out of our control but we are managing as best as possible with alternative solutions. | No action |  |
| CMP Presentation | As the council representative was not present, it was decided to delay the power point presentation and invite to the next meeting. CMP gave a brief overview of the current situation in General Practice. | Invite council rep to next meeting | CW |
| Any other business | About 10 of staff members are participating in the Yorkshire 3 peaks challenge on 1st June raising money for BCC. All sponsorships welcome for this great cause. |  | Completed and money raised given to BCC |
| Next meeting | Date in September to be confirmed | CL | Date set 17/9/24 |