

PPG MEETING NOTES

Held at Riverside Surgery, Halling on Monday 18th November 2024 @ 18:30pm

Present:

Dr K Malladi, Kim Stoner, Mathew Dale, Trevor Dady, Gill Morton, June Nicholson, Alison Dyer, Nigel Dyer, Jeffrey Comber, Janice Hillman and Neil Claydon.

Apologies:

Margaret & James Sutherland

Dr Malladi introduced Dr Sun our new Registrar. Mr Claydon was a new member to the meeting so he was introduced and Dr Malladi explained about the meetings.

At this meeting we discussed:-

Staffing

The surgery now has a full complement of staff. This is ALL staff, not only doctors. We have recruited a HCA who is able to take bloods, Deena Arbon. She previously worked with us and has now returned.

The new Care Home at St Andrews Park

Dr Malladi informed the group that the new care home manager has called to update him. This is a 66 bed care home which will include respite patients who will have to register with us temporarily. They would be receiving the keys in January and residents would start moving in from February 2024. They will be taking 2 to 3 residents a month, so would be a slow process. They are currently in the process of recruiting staff. Dr Malladi reassured everyone that this care home should not cause disruptions to the day to day running of the surgery. There will be a separate email address and phone line for them to contact us on. Dr Malladi has spoken to current staff who would like to be involved in the work load. He would probably visit the home every 7 to 10 days to do checks to the patients. He has spoken to other Practices with care homes for advice. Admin work has already been started with organising spreadsheets etc.

National insurance news

Mr Dady asked if the current news regarding national insurance would affect us as a Practice. Dr Malladi was not concerned and did not think this would affect us.

Telephones

Mr Coomber mentioned he tried calling the surgery this morning and said the answer machine said was closed for staff training. Kim apologised as this needed changing back after PLT afternoon last

week. Kim will do (Changed back on Tuesday morning first thing). Dr Malladi explained the PLT afternoons at the surgery and how our calls are received by 111 on these afternoons.

Dispensing list validation

Dr Malladi explained about the dispensing list validation had been completed and over 500 patients had lost their dispensing rights in Cuxton. Patients have been able to appeal this decision and some patients have had their appeals approved.

All the patients involved in the PPG again informed Dr Malladi they are all happy with the service they receive from us.

Mrs Dyer stated that during covid she had been asked to complete questionnaires. This has since continued with her last questionnaire being on the NHS Service and health care she has received. She has given all good feedback on our services.

Dr Malladi thanked everyone for attending and wished everyone a Merry Christmas and a Happy New Year.