



## **COLLEGE STREET MEDICAL PRACTICE**

### **PATIENT PARTICIPATION GROUP**

Meeting Saturday 9<sup>th</sup> December 2023

#### **Introductions**

Warm welcome to; Helen Millward (Practice Manager), Heather Singleton, June Siddals, Diane Hawke, Linda Dearden, Kate Griffin, Alison Newman

Apologies from; Geoff Cartwright

#### **Minutes of the meeting.**

- Minutes of previous meeting agreed.
- Staffing changes as follows,

Permanent staff: -

Wenda Cannon joined in November, as a new Practice Nurse.

Dr Abdillahi absent for the foreseeable future.

Dr Ramchandran on leave until end of December.

Dr Helen Zaklama long term locum, 2 sessions per week until end March 2024

Registrars:-

Dr Tom Mathew Mon –Thurs, here until 2024 date to be confirmed

Dr Mahmood Part time, absent until Jan/Feb 2024

Dr Okonye Sougles – Finished on 7 Dec 2023, but should be returning as a salaried GP from February 2024.

- The Covid 19 booster programme is still underway. All patients aged 65+ and those in a clinical risk group, are being invited to book appointments. The programme finishes on 22 Dec 2023.
- 'Flu vaccines are still available if anyone still wants one.
- The telephone system is experiencing intermittent IT issues answering some of the queuing calls. This is being investigated.
- Patients who do not attend appointments will receive a text. Three missed appointments and a letter will be sent from The Practice Manager.
- Heather gave feedback from the Erewash PCN held remotely on 16<sup>th</sup> November. Main items were a pilot to get people walking, currently being held in Cotmanhay, and ongoing communication issues across all practices.
- As of 6<sup>th</sup> December 2023 the Practice has 6329 patients compared to 6262 last year.
- Helen, the current Practice Manager, announced she will be leaving the practice on 26<sup>th</sup> January. Action has yet to be taken on finding a replacement. Helen has been with the practice for nearly 11yrs and has worked very hard to keep the practice running smoothly and to improve things where possible. She will be greatly missed, especially by the PPG which she has regularly attended throughout that time.

**Date of next meeting Saturday 2<sup>nd</sup> March 2024 10.00am**

**Information to follow.**

For anyone who wants to join the PPG group or just to come along to find out what it's all about, we are a small and friendly group of patients who offer a warm welcome to everyone.

If you would like more information on the PPG meeting or any of the points raised at this meeting please do not hesitate to contact the Practice Manager