



COLLEGE STREET MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Meeting Saturday 11th January 2025

Introductions

Warm welcome to; Laurie Bell (Reception Manager), Heather Singleton, Diane Hawke, Linda Dearden, Geoff Cartwright, June Siddals

Apologies from; Kate Griffin

Minutes of the meeting.

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

A new Practice Manager has been recruited and following satisfactory reference checks, he is due to start in February. He will work on a part time basis of 3 days per week.

- Dr Abdillahi, Dr Varghese, and Helen White are the current partners, although Helen is in the role part time and looking to step back in the not too distant future.
- Permanent GPs

Dr Kim is due to go on Maternity leave around April.

Dr Sougles – on Maternity Leave, but is due to return around April.

- Registrars:-

Dr Morris – Now left the practice.

Dr Sharma – Now left the practice.

Dr Kunju

Dr Dinar due to go on Maternity leave some time in the summer.

Dee has left the receptionist role.

Jen has been appointed as lead nurse.

Ruby is the new PCN pharmacist for the practice.

- There has been a good take up with the flu vaccinations. More are available for any patient still needing one.
- The current telephone booking system for appointments is now as follows:-
 - 8am for emergency appointments only.
 - 11am for routine appointments.
 - 1pm for results and queries.
 - This is to stagger the calls throughout the day.
- Changes to the appointment system have seen GP appointments reduced from 40 per day to 25 per day. This is in line with the BMAs work to rule advice. There are however more nurses appointments available to compensate for this.

Consideration is being given to extending the appointment booking availability from 1 week to 2 weeks.

68 appointments were missed during December, adding to pressure on the system.
- Routine health checks are now being carried out at Sawley Health Centre.

- The practice still wants to encourage patients to sign up to SystemOnline. Thoughts are that a digital drop in session could be useful to guide patients into signing onto the system if they are unsure.
- £60 was raised during breast cancer awareness month.
- Laurie has now set up the complaints logging system. There was only one Complaint during December.
- Laurie is to check the current answerphone message on the telephone system after some confusion about the information being given, regarding the availability of doctor's appointments.
- A poster will be put up in the surgery advertising the service of a free shopping bus for all gold card users
- As of 11th January the Practice has 6070 patients compared to 6118 in September.

Date of next meeting Saturday 5th April 2025 10.00am College Street Medical Practice

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.