**Patient Participation Group Minutes**

**Thursday 7th March 2024**

**Attendees:**

Marion – Practice Manager

Caron – Assistant Practice Manager

Hollie – Admin

DM

JM

EL

TB

SS

IM

GR

1. **Surgery Name Change**

From 1st March 2024 we are now known as Circle GP Surgery. This has been a long time coming due to the ongoing confusion with the other local surgery, Wrythe Green Surgery. This was discussed in previous PPG Meetings and practice meetings within the staff at the surgery. We decided this would be the best name as the area we are situated in is known as the Circle.

1. **Total Triage**

NHS England are very keen for all GP Surgeries to move to Total Triage to help meet capacity and demand. We will still use Accurx which some patients already use. All patients who require either admin or medical help will need to fill out a form which is available inside the NHS app or on our website. This will then be passed to a clinician who will triage the request and decide when you need to be seen or if they can help without you needing to attend the surgery. With regards to the elderly and patients without capacity the reception staff can complete the forms for them. We are hoping this will greatly help with the phone system and ensure patients will not have to wait as long on the phone. We will still have an emergency GP each day and Dr Said will still continue with his walk-in clinic at 7.30am. Patients who walk into the surgery will also still have to complete the form.

1. **Pharmacy First**

From the end of January 2024 patients can be referred to the local pharmacies for 7 conditions and the pharmacies are able to prescribe antibiotics for these conditions. The patient can either refer themselves to the pharmacy or the reception staff can refer the patients instead. The seven conditions are: Acute Otitis Media (Ear infection), Impetigo, Infected Insect Bites, Shingles, Sinusitis, Sore Throat, and uncomplicated Urine infections. We have used this service regularly since it launched, and it has greatly helped.

1. **New Staff**

Otilia has joined our team as another practice manager. She comes in every Wednesday to help Marion.

We had a new pharmacist join our team called Federica. She was a temporary member of staff, but she will now be coming every Friday. She deals with long term condition reviews (such as Asthma. Diabetes and COPD) and medication reconciliation when you are discharged from hospital.

We also have Rhys who joined us a few weeks ago on a Tuesday/Thursday. At the moment he carries out medication reviews both face to face and by the telephone.

We are currently advertising for a new receptionist to join the team after Sarah has decided to leave. These interviews will start next week.

1. **New Phone System**

We will be changing our phone provider to a company called X-ON. We are awaiting the equipment delivery and they due to be installed next Saturday the 16th March and the go live date will be Friday 22nd March. Our phone number will not be changing but this system allows you to know which number you are in the queue. It has the ability to call back when they are at the top of the queue, and this will save the patients holding on the phone. All staff are in the process of completing online training.

**Any Other Business**

One PPG Member attends Nordic walking sessions in Beddington Park but other places are also available. She was very keen to advertise this more in the GP Surgery to get other people involved. You must register with Age UK to book your session. She will be bringing in some leaflets that we can give to the GPs to advertise to our patients.

We also still have the option to refer to the gym via Everyone Active which is an online form that clinicians must complete. Everyone active will then get in contact with patient to book their welcome session at the gym.

**Next Meeting: Thursday 13th June at 12.30pm**