

## St Elizabeth Medical Centre - Patient Participation Group

### Meeting Minutes

|                               |   |         |           |        |
|-------------------------------|---|---------|-----------|--------|
| <b>Date &amp; time:</b>       | 12 <sup>th</sup> November 2024, 18:30                         |         |           |        |
| <b>Place:</b>                 | St Elizabeth Medical Centre (SEMC)                            |         |           |        |
| <b>Attendees:</b>             |   | Present | Apologies | Absent |
| SEMC                          | Mrs Elizabeth Morton (EM)<br>— Practice Manager & Facilitator | x       |           |        |
| Patients                      | Mrs Rehana Beg (RB)   | x       |           |        |
|                               | Mrs Angela Bowness (AB)                                       | x       |           |        |
|                               | Mr John Bowness (JB) — Vice-Chair                             | x       |           |        |
|                               | Mr Ahmad Khwaja (AK)  | x       |           |        |
|                               | Mr Jamie Lake (JL) — Secretary                                | x       |           |        |
|                               | Ms Julie Paynter (JP)   | x       |           |        |
|                               | Mr John Shroff (JS) — Chair                                   | x       |           |        |
|                               | Mr Ian Walker (IW)  | x       |           |        |
|                               | Mrs Vanessa Walker (VW)                                       | x       |           |        |
| <b>Voting quorum present?</b> | Yes   |         |           |        |

### Agenda & Minutes

#### 1. Actions progress.

- 1.1. **Social Prescriber** cannot attend evening meetings, so this will no longer happen.
- 1.2. The **Virtual Group** waiting list will be contacted by **EM** after the Evington surgery business has been concluded.

#### 2. Update from the Practice.

- 2.1. A summary of the Evington surgery consultation was shared with the group.
- 2.2. A location for a blood-clinic is being sought for former Evington patients.
- 2.3. Negotiations have been underway with Downing Drive surgery to register former Evington patients.
- 2.4. The Evington surgery building has now been sold and notice given to SEMC. Expected closing date is the 13th of December 2024.
- 2.5. A message will be sent out soon by **EM** to update former Evington patients on the closure situation.
- 2.6. It is the intention to put out a patient survey next year.
- 2.7. The Physician Associate (PA) will be leaving. This is due to changes the Royal College of General Practitioners have made, that heavily restricts the PA's clinical scope.
- 2.8. The Advanced Nurse Practitioner will be doing extra hours, which will help free up appointments.

- 2.9. Dr Cheesman will be covering care-home visits on Tuesdays.
- 2.10. The clinical pharmacist will be increasing their hours.
- 2.11. A member of the administrative staff has left and been replaced.
- 2.12. Quotes have been received to make three of the rooms fit for clinical practice. EM is waiting for the money to progress this.
- 2.13. The drains and the troublesome drainpipe at the end wall have been cleaned. A quarterly maintenance contract has been created with a roofing company.
- 2.14. The heating has been fixed and a service plan has been put in place.
- 2.15. There is an intention to decorate the surgery next year.
- 2.16. There has been a good return on the friends and family test with mostly positive responses.

### 3. Any other Business.

- 3.1. A discussion developed on creating a listening service for patients that need to be heard. Currently, some patients use appointments to do this. The listeners would need to be DBS checked and safeguarding trained — to look out for red-flags of abuse.
- 3.2. In addition to the above EM mentioned the idea of expert patients. These are patients with medical conditions that can share their experience with people who might be new to or at risk of the same condition.
- 3.3. EM would like to start sharing statistics on calls with group.

### 4. Action List.

| From | Action                | Who | By the  |
|------|-----------------------|-----|---------|
| 1.2  | Virtual group contact | EM  | See 1.2 |

### 5. Agenda for next meeting.

- 5.1. Review progress on actions.
- 5.2. Update from the practice.
- 5.3. Any other Business.

### 6. Next meeting: 18:30 to 19:30 on the 10<sup>th</sup> of December 2024

Minutes submitted by: Jamie Lake, 13<sup>th</sup> November 2024