**Mosborough Health Centre**

**PPG MEETING July 11th 2023**

**Present:**

Dr Olivia Liddle (GP) Bridgette Guest (Finance and Contracts Manager), Caroline Oakley (HCA),

AG, MJ, JS, JP, SP, JB, DN, JC,

**Apologies:**

ML, GM

**Welcome**

Dr Liddle welcomed everyone to the meeting & introductions were given.

**Hero of Health – new community service**

www.heroofhealth.com

The new community service is a team of NHS doctors on a mission to help people to become Heroes of their Health including actives, programmes & coaching aimed at people with

Pre-Diabetes / Diabetes/ Chronic Diseases

Services include weekly Walk & Talk currently based at Birley & Crystal Peaks, hoping to start in Mosborough shortly. Online coaching. 12week cooking courses.

**Focus on Health and Well-being and Preventative Care**

Practice meeting with staff last week for a brainstorming mission how we can promote Health & Well-being / Preventative Care to our patients. PPG members gave their ideas in the meeting today.

Ideas discussed.

* Screen in waiting room with a “Theme of the Month”
* Practice Health Champion to drive it forward.
* Posters in surgery on monthly basis. Advertise on MHC website which gives a link to Facebook page. Mosborough Public Forum. Publish PPG meeting minutes on MHC website.
* Housebound pt.’s not to get missed! To start monthly visiting sessions, suggested to link up with annual medication reviews.
* Publicise events using the District Nurses & Pharmacies
* Colour coded timetable what’s happening & who is in surgery such as

Listening Service, Health trainer, Social Prescribers, OT service & Employment Service.

* QR codes for baby groups / vaccinations etc
* Recommence quarterly newsletter. This is time consuming and asked for any volunteers from our PPG to help.

Agreed to add as a standing item to PPG meeting agenda for ideas to be included for the newsletter. Julie knows someone who can type-up the newsletter. ? Joan and Julie to put the newsletter together.

**New Partners**

We have four new GP partners. Dr Olivia Liddle and Dr Tom Hendry became partners earlier in the year, Dr Tom Booth and Dr Katie Coates have now become partners. These join Dr Sara Kellock and Mrs Allison Smith in the partnership.

Ms Ria Agarwal has joined our clinical team as a Physicians Associate working days Mondays & Fridays

**New telephone system – cloud-based telephony**

Government have said we need to be on this system, due to be installed July 24th. For the past few months we have had problems with the old system currently in place.

The new system will give a call back option.

**AOB**

MJ raised strong concerns about the appointment system in place not working for patients.

Both MJ and JP were unhappy with information given to them by reception staff when trying to make their appointments.

? reception training issue will feedback to reception manager.

Appt’s are released as one third: 7days in advance / 1 day in advance / on the day.

Option for non-urgent appointments to fill in accuRx form online which is triaged by a GP daily.

OL welcomed feedback and ideas but highlighted can always review and change the system but cannot change the volume of demand.

**Next Meeting 17th October @ 2pm**