

## Wilson Practice PPG Minutes Monday 8<sup>th</sup> January 6.30pm TWP/Zoom

**Attendees:** Rachael Sowerby, Ellen Saunders, Lyn Kenny, Mike Ewin, Derek Gurney, Dr Sarah Masterman, John Barrie Smith, Paula Langley (minute taker)

1. **Apologies:** Michele Warburton (Happy Birthday), Ann Brosnan, Jenny Murray had not signed the confidentiality agreement.
2. **Matters arising** – none that aren't included in this meeting
3. **Minutes of September Meeting**  
John apologised that minutes were not done. They are not going to be forthcoming.
4. **Treasurer's Report**  
No change
5. **Update from TWP included:**
  - a. Dr Sarah Masterman gave feedback on staffing.
  - b. Total Triage has started – today was day one, and Rachael Sowerby reported back. About 200 e-consults dealt with today. iPad on the front desk so patients can be shown how to use e-consult if they come in. The way the new triage system works explained by Rachael. Rachael thanked the PPG for helping with comms.
  - c. Rachael told us that Reception is now fully staffed and IT manager now recruited and shared with Chawton.
  - d. The phone system is a work in progress and feedback from PPG is requested for how it is working.
  - e. John asked about AcuRX and Rachael explained how it works. E-consult a separate system.
  - f. Further improvements to be set up for patients who can't access IT.
  - g. Website is priority for new IT manager.

- h. Positive report back about joint practice venture with Chawton.
- i. Staffing update given by Rachael about nurse practitioners and other staff.  
**Action:** Derek thanked the practice for all they did before Christmas as we recognise how busy they were and asked that this was passed on to all staff.  
**Future Action:** Biographies of Drs and staff would help with their specialties listed publicly – Paula happy to help with that on our social media pages.

## 6. **PCN update**

A representative for each Surgery PPG meet bi monthly with the A31 Primary Care Network (PCN) Manager, the Practice Managers and other PCN staff. At the meeting before Christmas the Group was updated on revised administration support. The progress on the PCN IT Web. The meeting considered the success of the Self Awareness Health Fair at the Alton Sports Centre. At a future meeting the Team will consider whether presentations can be made on topical health issues.

## 7. **17<sup>th</sup> November Self Care health fair feedback**

Derek said it was a huge success. He talked about the health presentations we used to hold. Now we need to find an approach that can cover the whole A31 PCN. The PCN are keen to look into this as it fits in with “Self Awareness”. More modern approach being looked at for future events.

## 8. **Newsletter – comments/feedback/frequency/future content:**

Please give feedback to Derek in email.

## 9. **Allocation of some of Ann’s roles**

Topics can be sent to Derek and then triaged by the group. Paula is happy to take on literature. Please can you email Derek whatever role you want to do. Paula asked all members to sign up to do something.

## 10. **AOB:** Next meeting Monday 11 March 6.30pm