**The Croft Surgery, Kirkbride. Patient Participation Group September 18th 2023**

Welcome to new members Dave and Andrea, who told us some of their background. Another new member is Kris Graham who volunteered at the Health Day. Due to some miscommunication, he did not get updates and invite. **Welcome and action Sue**

Janice Hedworth, Kath Johnson, Christine Clark, James Knox, Oonagh Taylor,, Sam Willis, Sue Gallagher, Wendy Betts, Jane Mathews, Liz Sarginson

**Apologies** received from Ann, Sharon, Naomi.

Sue has not heard from Grace our youth member, but knows she has a lot of after school commitments: perhaps this is not a good moment for her. **Action Sue will speak to Grace.**

**Health and Wellbeing Day.** March seems ages ago. We reminded ourselves of the successes on the day, and the feedback from both providers and attendees. Sue suggested that at the next event we should invite people who work in the Family Hubs, and those who work in children’s and young peoples’ mental health.

**Staffing update**

Permanent: Dr Josephine Hewson, Dr Gareth Smith, Dr James Knox, Dr Helen Reid (returning from maternity leave in May)

**Incoming**

Registrars: Dr Rabia Ali and Dr Otura Atta GP registrars until 2025.

Health Care Assistant Jen Davidson.

Reception: Jade and Emma joined reception

Gareth will be supervising 3rd and 5th year students. Patients will be asked for consent.

Nic Heeley (practice nurse) will be reducing hours from October.

**Outgoing**

Dr Rebecca Oliver Manya First Contact Physio, and Hollie (reception/admin/dispensing) will be on maternity leave from December. Izzy (reception), Sharon (Mental Health) and Kell(Living well coach) have taken up posts elsewhere.

**Buildings update**. We await permission for an extension to the building which will be on the left side of current car park. A space will remain for doctor on call.

**Equipment fund**

**UPDATE** there have been 2 large donations to the fund £1011.91, added to the balance from pass book at 20/03/24 makes **£3035.64**  **Action** Janice please check my maths.

**Paul Day** (Patient Engagement) circumstances prevented him from attending last meeting, we sent over some comments. Sue had not had a response, will follow up. **Action**:Sue

**Great North Care Record**: This has been an on-going project for a number of years, and will operate across our Integrated Care System across North Cumbria and the North East. Next meeting **.** There are a lot of services currently joined up, where patient records can be shared where patients have agreed, eg Community, District Nurses, General Practice, self referrals to eg: Physio, North West Ambulance -- there are many others, but a key issue at present is the link with Secondary Care (our local service and others across the patch) where the software systems are varied and not linked. It’s a work in progress.

**Kathleen** raised the matter of the recent crash of systems although services did manage to soldier on with access to basic details, with a reduced version of EMIS and the use of manual forms and written notes which were then scanned on to the system.

**Secondary Care Services issues**. A couple of examples of poor communication were raised by members, and there was some discussion about the Patient Experience Team (of which Kathleen is a member) and PALS to which complaints should be directed. There was follow up on email, and Sam has responded to the whole group.

**Flu Clinic**. Saturday October 5th 845-3pm. **Volunteers please**. A new vaccine for 75-79 year olds *RSV* to fight respiratory infections is now available. Patients will be notified. Cannot be given with other vaccines. Covid jabs are through NHS 119 or pharmacy or online.

**Accessibility** for wheelchair user – from car into surgery. There was discussion about buying a fold up chair which can stay at the surgery for whenever needed. But Andrea has very kindly one to offer.

**Blood Trauma kits.** Christine informed us that Kirkbampton PC are buying these to install with their Defib kits. This has arisen through a national campaign by the family of a young person who had been injured: this kit may have stemmed serious bleeding till help arrived. Also, on Saturday 24th October there is refresher Defib training.

**Air ambulance**: James informed us of Great North Air Ambulance in attendance for emergency, but patient did not need evacuation. Family very grateful for prompt action and successful outcome for patient. Sam has asked that we purchase an Emergency Bag, so that key items are stored in an accessible and easily transportable bag.

**Gwen Lattimer**. Gwen has stepped down from the group and was presented with a rose at the surgery. Liz and Sue attended on behalf of the group. James has offered to plant the rose for her.

**Forward planning**: Possibility of “mini” Health Days, building on last March’s event. David asked about the targets which Practices are required to meet. Update on these?

We decided to have th**ree meetings a year** from now on. Possible June? October? February.

**Weds Feb 12th 2025 7.30 Port Carlisle Bowling Club.**