**Minutes of the GPSH**

**Face-to-Face PPG Meeting**

**Tanworth Lane**

**Monday 26th June 2023**

**18.30hrs**

Attendees:

Graham Clarke – Meadowside (Chairman and Secretary)

Simon Tunnicliffe- COO GPSH

Dr Vivian Georgy – GPSH (representing Medical Director GPSH)

Andrew Geddes – Yew Tree

Elizabeth Tout – Yew Tree

Julie Pritchard - Yew Tree

Brian Roberts – Park

Kath Bode - Park

Sue Clements - Park

Elizabeth Roche – Tanworth Lane

Apologies:

Jean Barnett- Knowle/Blythe

Balvinder Devi – GPS Compliance and Governance Manager

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|  |  | **For Action**  **by** |
| **Welcome** | Graham Clarke opened the meeting and welcomed those attending  including Simon Tunniciffe, COO GPS and Vivian Georgy representing Medical Director, GPS Healthcare to the meeting.  A special mention was made for Sanjeet Bhachu, Health & Well-being Team Leader, who attended the last meeting. Her presentation on well-being and social prescribing to the group was very interesting and worthwhile in clarifying the understanding how GPSH are involved and the proposed future of the department.  Members present introduced themselves and identified which practice they were representing.  Graham Clarke reported that apologies had been received from Jean Barnett and Balvinder Devi – GPS Compliance and Governance Manager. |  |
| **Previous Minutes**  **Election/Re-election of Officers**  **GPSH Summary Update**  **Local PPG’s, GPSH PPG and Recruitment** | The minutes were approved, being proposed by Liz Tout and seconded by Brian Roberts as a true record of the previous meeting.  **Actions Arising:**  Graham introduced the actions arising from the previous meeting.   * Action 1 - The telephone manner of some receptionists was not very helpful and Simon reported that an Induction process with a training programme had been introduced across the sites. This is ongoing including new reception staff. * Action 2-. Graham agreed to produce notice board information that identified what a PPG is about together with terms of reference and how to join. This action has been completed and Graham will work with Balvinder to progress across the six sites * Action3 – Request for an up to date organisation chart had been still outstanding. Simon stated that there was an organisation chart detailing the management process but names were not added as yet. Graham has received the current Organisation Chart, noting that is liable to change.   It was proposed and accepted that Graham Clarke to remain as Chair of GPSH PPG.  It was proposed and accepted that Susan Clements, Park surgery would take over as Secretary from the next meeting.  **Park Surgery** -Simon reminded the meeting that there had been a need to re-arrange support and availability of medical staff to patients following the accident which had occurred at Park surgery. As a consequence of this situation, it has been necessary to move staff to other sites and patients have been sent to other sites where they are able to travel. The staff and patients have been very supportive of the moves. Consideration has also been given to those patients who are unable to travel. The current situation regarding repair to Park Surgery is that the building should be back in use by September 2023 provided there is not a hold-up regarding Building Regulations.  As a further consequence of the accident, the Acute Case Team has been moved from Tanworth Lane to the Village site. They will cover “on the day” visits, medical demands and deal with patients as GP’s. The routine GP’s are now at Tanworth Lane and patients with continuous needs are being attended to.  **Staff changes -** Simon reported that there have been changes to staff within GPS Healthcare as is the case within the medical profession across the country. Currently GPSH are looking to recruit staff as are other primary care units, which is not easy in the current climate. Simon added that Dr Matt Ladbrook and Dr Suniana Khanna have taken the decision to resign from the Partnership and were expected to leave later this year.  As a consequence, GPS Healthcare will be reviewing roles and responsibilities within the partnership and Dr Ladbrook and Dr Khanna’s roles and responsibilities will be transferred to other individuals within the organisation. Therefore, the partnership is looking for partners but is caught in the current NHS situation regarding staffing issues.  Further to this news, Simon reported that there have been some resignations of salaried Doctors and they are working with Human Resources to attract, retain and recruit salaried GP’s. Currently there has been some support from the use of Locums but the situation must be cost effective.  There have been resignations by Reception staff and there is currently an ongoing recruitment campaign. Taking note of the attitude of some reception staff, Simon stated that there will be consistent training on one site so approach by staff to patients is acceptable.  There are still vacancies across the sites which has led to an unfortunate lengthening of waiting times on the telephone to 14 minutes average compared to the much improved times reported at the last meeting.  Graham asked whether the patient to GP ratio has been adversely affected by the lack of staff. Simon stated that the aspirations are 1 GP to 1800 patients and currently Solihull are one of the better ratios in the country.  The issue regarding the role of site PPG’s being represented by one GPSH PPG was discussed at length. Graham re-enforced his view, supported by the members, that the six sites that are combined to form GPS Healthcare originally have a local PPG, representatives of which attend a GPS PPG to discuss issues raised and to support GPS going forward. This would enable local issues to be discussed locally and issues raised at the GPSHPPG which were of concern to all sites. This would enable discussion and where applicable lead to improved practice across GPS Healthcare.  Regarding the issue of PPG recruitment, Graham stated that documentation had been produced by himself and Balvinder, which we would introduce to the sites for use for interested patients. This issue was discussed previously at the meeting. | GC  GC |
| **Any Other Business** | There was no any other business forthcoming other than issues discussed earlier. |  |
| **Next meeting** | Following discussion, it was agreed that the next meeting would be held on **Monday 18th September 2023 at 18:30 hours** at Tanworth Lane site.    Everyone was thanked for attending and contributing to the discussions. The meeting closed at 19:55 hrs. |  |