

**Minutes of the PPG meeting held at Whitehall Medical Practice on 2 that the there  
3rd October, 2024**

**Present** Janet Hurrell (JH), Chair, Barbara Coleman (BC), Mary Kington (MK), Sara Marles (SM), Hiten Valdya (HV), Susanne Baker (SB), Rachel Millward (RM), Dr Roy Marchant (Dr RM)

**Apologies** David Hunter, Russell Hunter

**Minutes from the last meeting** were acknowledged.

**News from the Practice**

SM reported that there are two new practice nurses, Rebecca Lockett, who works Monday, Tuesday and Wednesday and Ancy Prince who works Wednesday, Thursday and Friday.

Because the number of patients has increased the following receptionists have been appointed to deal with the extra workload : Lauren Fowler, Shona Currie, Abbas Jawad, Olivia Brandfleet and Gill Beasley. Lauren Twynham is now a medical secretary. Some practices find it difficult to recruit office staff, but WMP pay a good salary and there are two shifts to cover the hours.

David Fox, who was Practice Manager at Market Quarter is now PCN Digital Transformation Lead person for the whole of PCN and may be based at WMP. A new PCN co-ordinator may also be based here, but there is little information about this role at present.

**Vaccination Programme**

SM said that last year Westside Medical Centre held all the vaccines, but this year WMP has held and distributed them. There was a low uptake at the practice for vaccinations, partly because people are getting "vaccine weary" and partly because other places are administering the vaccines, pharmacies and the Indian Centre. The practice shortened the hours available and instigated a drop in format rather than appointments. Dunchurch and Clifton Road surgeries have declined Covid vaccine and WMP have been offering the vaccine to their patients. 3rd October was the first date for vaccinations.

RSV - short window of time - young babies and 75-79 year olds were considered the most vulnerable. RM said she had read that the 80+ year olds were not included in the surveys, so that age range was misleading. It was recommended that this vaccine was not given in conjunction with the Covid vaccine.

Monkeypox - no plans for any injections and no enquiries.

JH asked if patients would be invited in for shingles jabs, but SM said WMP would give these when requested.

**Future of Physician's Assistant Role**

There are two Physician Associates - Uché and Matthew. This matter was left for Dr RM who arrived briefly.

## **PPG Recruitment**

It was suggested that the screen in the waiting room could advertise the role of the PPG. SM said there had been very few complaints and very positive comments on the website. The triage system is working well but the duty doctors are very busy. SM said the clinicians can speak to a doctor with a query or rebook so the patient can see a doctor. BC said it would be ideal to see the same doctor each time to give consistency. MK said it would be ideal to see any doctor anywhere who could access your notes. HV told of an occasion where he 'phoned 111 and the doctor who contacted him asked for permission to access his notes and he was then given a prescription which he was able to obtain for a supermarket pharmacy on an urgent basis. JH said that some charities were arranging to give 24/7 access to doctors to their volunteers. RM raised the issue of the 12-14 hour wait at A&E in Coventry and asked if there was any alternative to this. SM said there was not. It was agreed that the whole A&E system is unsatisfactory. HV suggested a shorter training than that of a doctor to take over some of the workload and help with staff shortages.

## **Rugby PPG Network**

JH reported that Martin Saxby, chair of Bennfield Practice had been successful in getting Chairs of all the PPGs on board and meeting with all the professionals involved in a South Warwickshire Group with the idea of setting up a Rugby Group of PPGs

## **A.O.B.**

DJH asked if there was likely to be a CQC review as the last one was in 2017. Dr RM said he hadn't heard anything.

MK asked for clarification re. Medication notification. SM said the patient was responsible for contacting the practice to ask for what they needed.

## **Date of next meeting**

JH and SM to book a date in the new year. Discussion followed about the time of the meetings, but it was decided to stay with lunchtimes, but bear in mind a request from Dav and Russell Hunter to change the day from Wednesday.