**Wednesday 7 February 2024@ 13.30pm**

**PPG Meeting Agenda and Minutes**

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| **NHS Property Services update:-**  Discussions regarding the recent rent rise  Ongoing negotiations with NHS Property Services regarding leasing arrangements causing significant stress and impact on partnership  A meeting is scheduled for Feb with NHS property services to discuss further recalculation of debt and a new lease being agreed. The current building is too small for the practice requirements. |  |
| **Staff changes and working change pattern :-**  Dr England has sadly left the partnership.  A new salaried Doctor has replaced Dr England working Thursdays and Fridays. We would like to welcome Dr Dhokia to the Arden team. Dr Dhokia is an excellent addition to the team. Dr Ullah continues to work Monday to Thursday, Dr Bailey works Tuesday, Weds and Fridays and Dr Barnsley works Monday and Wednesdays. The Practice also currently has 3 trainees. Every patient that is seen by a trainee is discussed with a fully qualified and experienced doctor. Arden Medical Centre values its teaching practice status as this training and supervision is beneficial in keeping the doctors up to date and preventing continual working in isolation. |  |
| **Patient List Size :-**  The patient list size has significantly increased. The current patient list size is 5758. Approximately 1000 additional patients have registered with the practice since January 2020. With the capacity of the building and the increased list size, the practice will need to look at how appointments are managed going forward. The practice is looking at introducing an electronic form to help signpost patients and if an appointment with a doctor is necessary, or if another service provider would be more beneficial such as a physiotherapist or optician. An audit of appointments will be taking place in the near future. Telephone consultations may be necessary due to the limited space available. |  |
| **Local Pharmacies :-**  There was discussion over local pharmacies. It was felt that Windridges has improved recently and that patients can opt for other pharmacies or use an online pharmacy if dissatisfied. |  |
| **Advice and Guidance:-**  Question asked by PPG: Is it true that referrals can only be sent for advice and not a referral for a patient to be seen? How is that working?  All referrals to HEFT are sent as advice and refer. This has started during Covid. The referral is triaged into appropriate waiting lists or guidance is given to the GP. When the hospital suggests further tests this can generate significant workload for the doctors. The theory with the process is to ensure patients attend the most appropriate clinic for their symptom. |  |
| **PCN’s ARRS roles:**  There was discussion regarding a patient referral to the practice’s remote Physiotherapist. Positive feedback was expressed by the very successful and quick response for a patient with musculoskeletal skeletal problems.  To explain the Additional Roles Reimbursement Scheme (ARRS) supports [Primary Care Networks](https://coreprescribingsolutions.co.uk/primary-care-network-management-support/) (PCNs) by providing funding for reimbursable roles. The scheme has two key goals: to support the recruitment of 26,000 additional staff, and to reduce the health inequalities that arise due to workforce shortages in general practices. ARRS supports 12 new roles. These are Clinical Pharmacists, Pharmacy Technicians, Health and Well-being Coaches, Dieticians, podiatrists, Paramedics, Health Practitioners, Nursing Associates, Occupational Therapists, First-contact Physiotherapists, Care Co-ordinators and Physician Associates. |  |
| The practice was commended for its efficient effective service. |  |
| One of our PPG members works as a NHS knowledge consultant. They informed the meeting that a colleague of hers may be a useful contact and there may be possible grant opportunities that could be investigated. |  |
| **Next meeting Wednesday 19 June 2024 at 1.30pm** |  |