**Little London Surgery Patient Participation Group Meeting – Thursday 15th August 2024**

**Attendees**: Mr A G Brown (AB), Mr B Salt (BS), Jodie Howells Little London Reception Supervisor (JH), Dr M Chander Little London GP Partner (MC), Rachel Johnson Little London Practice Manager (RJ), Mr M Newport (MN), Robert Lipke (RL)

**Guest Speaker:** Kate Evans, Vocational Specialist – “Thrive into Work”

**Apologies:** Ms Diana Mason (DM),

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| Topic | Discussion | Action |
| Staffing and Recruitment | Dr Chander explained the following:Nursing:1. Our nurse Kay Cash has moved on to an ACP role. We have a new nurse starting with us in October 2024
2. Rachel Kay started with us in January 2024 new into General Practice.

Reception:* Dr Chander explained that we have had a turnaround in receptionists. Some staff have retired, one on maternity leave, sickness. We have recruited new staff members some of whom are multi lingual
* AB said he finds Mitch wonderful and goes above and beyond.
* Dr Chander said that surveys always give strong and positive feedback for receptionists.

GP:* Dr Chander explained that Dr Ahmed has voluntarily left the surgery following ill health. We have recruited a new GP – Dr Sodhi who started on the 12th August 2024. Dr Sodhi is highly experienced and knows the area. This GP is providing more sessions which will give more access and allows partners to do more minor surgery, etc.
* AB asked if we employ physician associates – MC said we haven’t the time to supervise and we have three trainee GPs at the moment.
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| Possible Statutory Action | * MC explained that there is a possibility that British Medical Association (BMA) are asking all GPs registered with BMA to take action against the contract. Dr Chander said we do not know the direction we are going in yet but wanted to make the PPG are.
* MC said that it is happening because a lot of practices are closing up and down the country, GPs are leaving the country.
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| AOB | * AB noted that the answerphone still says about wearing a mask. MC said we do want to protect patients and COVID is on the rise.
* MN said that the new telephone system has introduced queuing system. MC said it was expensive but gives more phone access.
* MN referred back to the slides from ICB Mark Faulkner’s presentation last meeting. Agreed that MN will contact us separately to discuss.
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| Date of next meeting | TBC but likely to be February 2025 |  |