**Patient Participation Group**

**Attendees: In Person**

**Apologies: Sent to Practice**

**Standing Agenda**

**Welcome**

**PCN Update**

**Staff Update**

**Tour of the Building / Meet the Team**

**OPENING WELCOME**

Sara Heywood – Business Director – Welcomed participants and introduced Dr Farndell, Cath our social prescriber and what her role entails and Georgia our health and wellbeing support worker. Advised it would be a quick update meeting so that the rest of the time could be spent doing a tour of the building highlighting what the teams do behind the scenes.

**Primary Care Network Update**

All the funding for the health centre is currently coming through the network. We have always wanted to keep the services locally and have a say at practice level of what services may benefit our patients. We have now formed a new network with neighbouring practices St Fillians, Fishergate Hill and Beeches Medical Centre which are all on the A59 footprint. Hopefully moving forward we will have many new services in place such as an ENT specialist, physiotherapist and Hearing Specialist.

**Staff Update**

Lots of changes in the new contracts especially looking at capacity and access to our services. These are continuously being reviewed such as the new telephone system and online triage system. The practice has had issues with capacity recently due to staff retention issues as we have seen many colleagues leave due to retirement. Now a lot of effort is being placed on upskilling staff such as Georgia taking on an apprenticeship, and staff wellbeing.

**Tour of the Building / Meet the Team**

Amie (Operations Manager) will show the group around the building and meet members of the team. Hopefully after the tour the group will see the volume of work that the practice deals with on a daily basis.