

Practice Meeting Minutes

Date : 23/2/26	Venue: Elizabeth House Medical Practice	
Chair: SK/FC	Minutes: Cara Johnson	
Attendees: SK/FC/SOB/CJ & PPG Group	Apologies: None noted	
	Discussion	Action Designated To
Outstanding actions carried forward	None carried forward	
Welcome and Introductions	Dr Kuganolipava, Dr Chaudery, and Shelley O'Brien welcomed everyone and expressed their appreciation for the PPG's continued support and contributions over the past year. The team acknowledged the value of patient input in shaping and improving services.	
Update on Staff Team	<p>Several staffing changes have occurred recently:</p> <ul style="list-style-type: none"> • Sandra (Practice nurse) is reducing her days to work 2 days a week from March. • Crystal (Phlebotomist & HCA) started in January but unfortunately leaving in March due to a family emergency. We are currently recruiting. 	

<p>Update on Appointment System</p>	<ul style="list-style-type: none"> • Elizabeth House aims to maintain both phone and online appointment booking options. • Online Forms are available from 8:00 am – 6:30 pm and are monitored throughout the day. The forms are for non-urgent conditions. • Saturday clinics – From April, we will have a Saturday clinic once a month. We plan to offer face-to-face appointments in the morning and telephone appointments in the afternoon. • Friday late clinic – From April, we will also be offering a later clinic once a month on a Friday evening. The clinic will operate from 6.30-8pm and will be for telephone appointments. <p>Annual Review Update:</p> <ul style="list-style-type: none"> • The annual review recall process has been streamlined. Patients can now combine the phlebotomy and nurse appointments, reducing the number of visits and improving efficiency. • A recent audit showed a reduction in missed or unnecessary appointments. 	
<p>Caterham Dene Hospital</p>	<ul style="list-style-type: none"> • From 16th March, the wound dressing clinic will no longer be available at Caterham Dene. Patients that require ongoing wound care, including redressing's, post-operative wound care, or long-term wound management will need to come to Elizabeth House to be seen by our nursing team. It is advisable to book these appointments in advance. The minor injuries clinic at Caterham Dean Hospital will still be open weekdays and at the weekends for patients sustaining injuries. 	

Oxted Food Bank	<ul style="list-style-type: none"> Shelley has recently visited the food bank in Oxted to find out more information about the service they offer. The foodbank provides a service for people to collect food required if they are experiencing crisis. There is also a representative from the Citizens Advise Bureau on site who can support patients requiring help to access benefits. The practice is now registered to refer patients to this service. 	
Winter flu and covid vaccinations	<ul style="list-style-type: none"> Winter vaccination clinics are already being planned, the 1st clinic will be on Saturday 3rd October for the flu and covid vaccinations. Additional clinics are scheduled throughout October. The spring Covid booster vaccine will be offered to patients that meet the criteria, at Vitaltone Pharmacy, Caterham. 	
Development of PPG	<ul style="list-style-type: none"> The practice is keen to hear suggestions from PPG members on potential areas for service improvement. New members are welcome, and current members are encouraged to help grow the group. <p>Action: All PPG Members – Consider areas for improvement and help recruit new members.</p>	All PPG Members
Patient Trial – Group sessions	<ul style="list-style-type: none"> We are considering trialling patient group consultation sessions; these sessions will consist of groups of 10 people (max) at one time who all have the same condition. We plan to start with patients who have asthma and COPD. We will be targeting patients who haven't been for their annual reviews. 	

<p>NHS App</p>	<ul style="list-style-type: none"> • Vicky Rees (Receptionist) has been designated as the practice's NHS App Champion. • We have run 2 sessions so far, which have been well received. We plan to run some more sessions in the future. • We are trying to promote the app to all of our patients as it is easier for patients to order prescriptions, view health records, access test results and manage hospital referrals and letters. 	
<p>Notice Board</p>	<ul style="list-style-type: none"> • We are in the process of updating the notice board in the waiting room. We have included information on members of the practice team and included local services available within the area. We are still collecting information which we feel will be useful to our patients. 	
<p>AOB</p>	<ul style="list-style-type: none"> • PPG suggested that we include services available for carers of Alzheimer's as it can be difficult to find support. 	
<p>Next Meeting</p>	<ul style="list-style-type: none"> • May 18th 	