

 The **Clover** Group Practice
Minutes of the Clover Buchanan PPG Meeting
held on
Tuesday 1st March 2022

Present:	
Sue Fletcher (SF)	Support Manager

In attendance:	
TL and SC	Patients

	ITEM	Action
1.	Welcome and Apologies	
	Sue opened the meeting and welcomed everyone. We had a new member this month - SC	
2.	Staff Leavers/Starters	
	We discussed two GPs who were ready to go on maternity leave. I explained the new members of staff to cover their positions 1 x GP and 1 x ANP	
3.	Patient Charter	
	We discussed the patient charter – both patients understood and were happy and understood the charter. TL said she didn't think any of it was new to her as this is how she understood general practice.	
4.		
	SC asked if the rumour that we were moving to the end of the road was true. I explained that we were hoping for a new building one day, but I have been here 22 years and this has been on the agenda all of that time. I explained patients would be the first to know if we were going to move. SC asked if we did would they have to re-register with us. I explained that patients would not have to do anything at all – everything would remain the same for them.	
5.		
	TL asked if we would go back to an open door. I explained that we keep the door closed because we are trying to protect our clinicians and staff. I said if the clinical team went down with Covid it would be a major incident at the surgery as we would not be able to open at all and provide normal services to vulnerable patients. I explained that the elderly are very reluctant to ask for help from other services ie A&E and always head for the surgery and if our clinical team was down we would not be able to help the elderly and vulnerable patients. SC admitted she had not thought of that, but realised we had been offering a good service throughout the pandemic. Both said they felt really happy with the surgery and we had done a sterling job thought the pandemic.	

6.	Date of Next Meeting
	TBC