

**PPG Meeting**

**03/07/2024 – Start Time 14:00**

**Attendees:**

SA – Practice Manager

MN – Deputy Manager

MC, GM

**Apologies:**

JB, BB, GS, JD, ZF

* Review of last minutes of meeting – everyone agreed no changes were needed.
* Patients unanimously confirmed that phones is one of the main issues they are facing with the Practice. It’s a big challenge getting through to the Practice.
* MN confirmed that in 2 weeks time, the Practice is going live with the new surgery phone system, where no calls will be dropped as it does with our current system, also it will place the patients in a queue and inform patient the number position in the queue.
* MN also said that all calls will be monitored incoming and outgoing and the Practice management team will have more control over the phones and be able to listen to any call right away.
* MN asked members if they could try out the phone system after the 19th and note down any feedback for the next meeting in October. The Practice would love to see if there is any improvement in the Practice Phone system.
* JD asked if there was any other way she could book an appointment as she struggles when everyone calls at 8am.
* SA advised that there are a number of ways appointments can be made, there is the option to prebook, book using online access, practice website, accubook and the Practice email.
* All members were surprised and were not aware that there are other ways to book an appointment.
* ZF who is a new PPG member asked why every time they call the surgery for a GP appointment they see different Doctors.
* MN advised and highlighted that we have 3 female GP’s 2 male GP’s, 1 male clinical Prescribing Pharmacist and the Practice is looking into having another male GP to offer more weekly appointments. Thes GPs are regular weekly Doctors and all work for the Practice for many years.
* Saba gave brief description of the GP’s and what they specialise in and some of the unique qualities of each GP.
* MN informed members of PCN staff member Meena who helps set up different activities such as walking groups or promotes different meets and greets where people with similar health needs or people wo do not have any family or friends can meet for coffee/tea.
* Members were asked of ways the Practice could promote this without sending too many text messages to patients as they already receive quite a few.
* Few ideas were shared but we did not come to an agreement on how to promote these further.
* We display regular posters in the waiting area and our FCP has copies in her room and suggest these to patients who she feels will benefit them.
* One member queried if staff receive appropriate training.
* SA answered and confirmed that there are yearly mandatory trainings that all clinical/non clinical staff members have to complete and pass. The training modules are available all year round and the staff members can go back and re-read the modules if they feel its needed.
* SA also confirmed that 2 weeks ago all clinical staff/management team and few senior members of admin team completed 1st Aid training and anaphylaxis. This is also an annual training for the clinical staff members and is done face to face with an assessor.

**Meeting adjourned 15:23**

**Next meeting: October 2024**