**PPG Meeting**

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| **Date & Time –**  Wednesday 13th March 2024 – 12.00pm | | |
| **Hosts -**  Charlie Brierley (CB)  Alan Rigby (AR) | | |
| **Attendees –**  Carol Fielding (CF)  Margaret Hey (MH)  Isabella Jeans (IJ)  Duncan Wilson (DW)  Leslie Allen (LA) | | |
| **Apologies -**  Carol Winn (CW)  Roy Hibbert (RH) | | |
| **Agenda items**   1. Recap on actions from last meeting 2. Update on Reception changes 3. Call Stats 4. Agenda Items from Isabella 5. Agenda Items from Alan | **Comments**  Carol has kindly completed putting the posters up on the wall.  Garden - Looking much better, lots of progress within the grounds.  Leaning tree at the front has been cut down.  Disabled parking - The council are unable to assist and have advised this would need to be something that is paid for privately by the surgery. When we have looked into this it would cost thousands and at this moment in time we are unable to fund this.  We are still continuing to look into it and it is something that we are conscious off.  We have recently tried putting up signs and a barrier to reserve a space purely for disabled patients.  Alan is happy to put in some posts and to block of an area to see if this will discourage people from parking there by the dropped kerb.  Charlie is now admin manager and has made several changes, the phone lines have been moved up stairs making it quieter in the reception area and more private for patients. Lots of patient have commented on the changes and agree that it is much better. We are now fully staffed. Charlie is now based in reception so can oversee.  Continuing to improve, report attached.  Reception staff – friends have commented that the staff are a lot friendlier recently since the changes.  Prescription delays – had a few issues getting repeat prescription after recently changing chemist. Advised that we ask to allow 5 days for routine prescription requests but advised that if prescriptions are urgent then we do, do them that day. Prescriptions can be requested online, in writing or via email. Some chemists used to order on your behalf without you requesting, I believe this has stopped at some chemist from the feedback we have received from several patients.  Doctors work load, burn out / related to government RC Recommendations - discussed how many apps we have available daily, weekly, triage etc.. options that patient have to book. Not all doctors work full time at this surgery and don’t always have a clinic as they need to be on call. Discussed that when patients wish to see a specific Dr that they have to appreciate it may be a longer wait.  More government  money for practices / or volunteers for more mundane jobs in the meantime – help at fundraising events where possible, unfortunately due to DPA there are not many tasks that can be done by the PPG members to assist the practice.  More prominence of PPG – continue to make patients aware.  PPG to meet out of hours – should the practice not have the capacity or if a urgent meeting is needed it was agreed that people would be happy to meet out of surgery hours in a different location.  Grub Tub – Alan continues to take but could do with some assistance.  Are patients informed when consultant’s recommendations are activated and referrals made – yes, all referrals should be discussed with the patient before being made. Then appointments are made directly by the patient with the hospital or where the referral is.    Letter from Mandalay Dated Feb 14th received Feb 24th from 200 yards away – Discussed that the post has to be taken to the post office by staff, it is not collected therefore sometimes there may be a delay, we would always ensure that should there be an important letter it would arrive in time and this must have been an oversight.  Telephone intro seems a bit bewildering for elderly patients or less able. / They may not have internet access - This is an automated message that all surgeries have.  Water lodging outside practice door  Disabled Parking Position – as above  Tree Felling – removed as stated above | **Actions**  CB to check with the practice manager Charlotte and if she agrees we will look to get the posts arranged.  CB to add posters in the entrance hall of the surgery.  CB to email all ppg members when full and whoever is available can come and take the donations to urban outreach.  CB Added onto the practice maintenance sheet for review. |
| **Next Meeting –**  Date and time of next meeting – Wednesday 10th July 2024 – 12.00pm  Please can you email any agenda items to me by Friday 5th July 2024 – **charlotte.brierley4@nhs.net** | | |