

Patient Participation Group – - 4.00pm - 30/06/2022

Minutes

Present: – S-J and Eliza

Members LB, KS, AH, ST

Apologies: MB, MT, JS, CS. AD,

Resignation: AH no longer taking minutes. Volunteer required

1. Introductions and welcome	All. Welcome to Eliza
2. Minutes of last meeting	Accepted as correct
3. Surgery update	<ul style="list-style-type: none"> <li>• Dr Lawrence has an interest in the menopause. Beth has information on this subject that can be used to create a board. There is also information on the website. AH will look at this.</li> <li>• The surgery is busier than ever and the phone, at peak times, especially the first hour, is still as busy.</li> <li>• It is possible to pre-book appointments online or by phone.</li> <li>• Drs Rotas are worked out 8 weeks in advance.</li> <li>• DL is still a problem with Toby moving to Leeds Road. There are two pharmacists overseeing the pharmacy at the moment but there have also been two resignations recently.</li> <li>• The surgery is advertising for a pharmacy technician</li> <li>• a salaried GP for 6 sessions employed. There are also 4 registrars in training.</li> <li>• All clinics are back up and running except the dementia one but hopefully this will be soon.</li> <li>• KS raised a question from a patient asking whether the reception staff have full access to patients' records. The answer is yes if necessary but should only access what is relevant and needed.</li> <li>• The surgery now has permission to install the pick-up point for prescriptions and so this will go ahead.</li> <li>• How can the waiting area be improved for patients? Any ideas welcome. One suggestion was a member of the PPG sitting in the surgery to see how it runs This happens in other surgeries.</li> </ul>
4. Book corners	<ul style="list-style-type: none"> <li>• It is now possible for books to be returned and LB will call into the surgery and return them.</li> </ul>
5. Newsletter	<ul style="list-style-type: none"> <li>• LB working on this at the moment for the summer version</li> </ul>
6. Meetings	<ul style="list-style-type: none"> <li>• It was agreed to trial bi-monthly meetings. Meetings can be held in-between these if necessary and convenient. S-J is always willing to answer any queries that crop up. July will be the next meeting and then one in September and bi-monthly from then.</li> </ul>
AOB Minutes	<ul style="list-style-type: none"> <li>• AH will no longer be taking minutes after these. A volunteer is required</li> </ul>