

P.P.G MEETING on Wednesday 11th October 2017

Present: TH, BC, RS, Deirdre (Practice Business Manager), Sobia (Office Manager).

Access

Practice Nurse/HCA - Early AM, Late PM-To start-01/01/2018.

Dr Asif plus 2 independent Practitioners

Dr Bateman - 2 sessions per week

Dr Hafeez - 4 sessions per week

Fiona Moss - Nurse Practitioner

Health Champions

Coffee morning to be held on 18th October 2017 at 9:30am till 11.30am..This is going to be a regular event.To promote the FFTs in practice.

On-line booking (training) to promote more.-this is a service-within the practice.Appointments can be booked at reception-given by the Office Manager.The training-how to register on-line,make appointments,order prescriptions.

Phones

Some to update - Friday 13th October 2017.-James is to come to train other staff members.

Advertising

For a Practice Nurse - 3 days per week on internal and LMC.-website.This is to provide more Practice Nurse input-to manage the Chronic diseases,baby immunisations,cytology uptake.

Walk-In Clinics

Working well with alternate Wednesdays. -9.00-10.00am. This is another way of improving access.

Flu Clinics

We have had the walk-in clinics,-good attendance. Now we have Clinics in place - Letters sent out.All clinics are advertised in reception.If all clinics are fully booked-we can accommodate everyone ,in practice nurse,and Health care assistant clinics.We feel we have a more robust system in place-all clinicians within their surgery times -are giving flu vaccinations-making it a team effort.

Exercise Class

The next class is on Wednesday 1st November 2017 @ 10:30am - Use the Education Room, ground floor.this is far more accessible-same level.

FFTS

More active involvement with the PPG and Health Champions.The CCG-require practices to complete a total of 270-in the months of Sept,Oct,Nov.

Any Other Business

Receptionists issue-discussed.Sobia-Office Manager-to speak to receptionists.

Next Meeting

The next meeting will be on Wednesday 10th January 2018 at 1pm.