**The Medical Centre**

**PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of Meeting**

 Date: 28.07.23

Staff: MP PS

Members: LM, VS RL

Absentees:

Chairperson: PS

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|  | **Item** | **Person** | **Discussion** |
| 1 | Welcome and Introductions | PS | Apologies from TM who is on Holiday.PS went through last meetings minutes and reviewed staff changes eg Dr A.Discussed PATCHs. Members not happy with the service generally. VS had an issue with Dr W. Just to check if there was an issue. JW said that the service was inconsistent and not working together with appointments very well.MP said that the telephony date allowed Practices to analyse busiest times etc so it should improve but said that Primary Care was under a lot of pressure generally due to GP shortages etc and neighbouring Practices were experiencing similar pressures. MP said we can still improve though.JW and members discussed triaging admin and clinical appointments and prioritising clinical/urgent cases. |
|  2 | Recent developments | PS | Further discussed new telephone system. VS said there had been a long wait and then the call was cut-off. MP explained the timer had been set at 40 mins as there had been a flaw in the system if a receptionist left her station and didn’t log out, a patient could be waiting for 2 hours and then cut-off.JW suggested adding info to the welcome note explain this so at least patients knew that this would be the case. This was actioned on 9.8.2023. |
| 3 | Social Prescriber  | RB | RB attended the meeting for 10 minutes and explained the Confederation roles within the Practice. PPG found this very helpful and asked numerous questions. Discussed that we had put the staff videos on the website but agreed that could market roles in a more.MP agreed to put recent minutes on the website as last ones were 2022. This was actioned 10.08.23 by MP.Also agreed to recruit more PPG members, especially younger patients if possible. This was discussed in the management meeting 10.08.23 and LM to try and recruit more members. |
| 4 | Text messaging | MP | PPG discussed text reminders arriving very early. MP to try and change dates of text reminders. This led onto DNA discussion. RL asked why the early texts.  |
| 5 | PCN and hall | MP | MP discussed developments in PCN and the away day at Pines Hotel. District Valuer had eventually visited the Practice so hopefully will have news before the next meeting. |
| 6 | AOB | RL  | Discussed shingles vaccinations and podiatrity. Agreed next meeting 27.10.23. |
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