PPG Return Meeting Minutes Tuesday 5 December 2023

Present

Dr E Woko – Practice Partner

Dr S Basra – Practice Partner

Mrs S Stillwell – Practice Manager (Chair)

Mrs S Stephens – Deputy Manager

In all, 26 patients from the practice attended this initial meeting

Introduction

S Stillwell introduced the members of the panel & explained that a PPG was a group run BY the patients FOR the patients.

The following questions had been sent in advance of the meeting and were answered individually.

1. Efficiency of the dispensary

Newport Surgery dispense to over 5.5k patients

Approximately 500 items are dispensed every day from the dispensary

It was explained that the surgery lost both of its trained dispensers and are having ongoing issues with recruitment.

Currently have staff undertaking Dispenser training but this requires 1000 hours of dispensing

Staff are working weekends and evenings to fulfil prescription requests

1. Repeat Prescription options

Patients may no longer request prescriptions over the phone – This is to improve patient safety.

Repeat prescriptions may be requested as follows:

 Via a paper slip in the box in the foyer

Online via our website <https://www.thesurgerynewport.nhs.uk/>

Using the NHS app

Via Patient Access online

By email to weccg.f81034-results@nhs.net

1. There was concern raised by patients that the practice would be taken over by a corporation and no longer remain independent.

Both Partners reiterated that this would not be happening. It was also discussed that the practice would not be moving to 100% online triage to book appointments. Patients were reassured that there would always be the option to telephone the practice for an appointment, but that there was also the facility of booking online as this was easier for some patients.

1. Appointment reminders, some patients dislike the number of text reminders

S Stillwell demonstrated that the number of appointments missed by patients had significantly reduced since using reminders and on the whole, the system was welcomed by patients.

1. A question was raised as to whether appointment availability would be increasing in line with the number of houses being built in the area.

S Stillwell explained that practice patient numbers are steadily increasing, but so were the number of appointments being offered on a weekly basis. We have employed a new Paramedic who will be starting in early 2024, and are using funding to provide extra appointments over the winter months.

It was explained that the surgery has no input regarding the expansion of the village.

1. AOB
* Patient confidentiality – One member suggested being able to write down issues to share with reception rather than worrying about other patients in the practice being able to hear.

*This action was put in place the following day and patients now have the facility to write notes to reception*

* A new Chair and Secretary were appointed for the following meeting

Chair – Christine Smith

Secretary – Angela Callaghan

**Next meeting date Tuesday 5 March 2024**