

Rose Villa Surgery

PPG Meeting

Date / Time	Thursday 30th November 2023	
Venue	Rose Villa Surgery	
Attendees	(JC) Joanne Copeland – Practice Manager, Dr C Ukpaka, Dr S Ukpaka, Alison Popham	(AN) (NF) (EC) (ME) (JJ) (KB) (MG) (DM) (BL) (LB) (PB)
		Action
Welcome		
All welcomed to the meeting and thanked for attend on such a cold night		
Last meeting:		
Last meeting, we understood how patient were feeling and help support them also newsletter sent to all patient who attended meeting printed off for other patient to take List of all PCN roles given as well which patient really liked		
New phones		
As of next week, we have a new phone line installed which gives the option of call back so this will save patients hanging on the line, but please remember we are not a call center and if we need to be on the phone or talking to a patient we will because we care and want to get it right for you.		
Screening		
Can we please if you get called for breast bowel smear screening, please take the opportunity to do this it is so important and can detect things early enough too.		
AOB:		
MG Medication reviews are these being done over the phone from now Yes, but as you have said you are hard of hearing on the phone just inform reception and we will make a face to face no an issue and yes you can book blood here at the surgery All PPG said how wonderful reception staff are and always go above and beyond to help JJ Asked could she have 2 months of medication as it was easier for her this was agreed by GP		

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ME Asked for another calcium tablet as she found the one, she was on too hard to take

Informed February for next meeting said may do March hopeful change in weather

Meeting Closed

Next meeting – February/March 2024