

Minutes of PPG Meeting 21.02.2023

Present: Angela Maine, Lauren Fernley, Sue Atherton, Brenda Bell, Dave Bell, Alice Burns, Gail Johnson, Lesley Wells

1. Angela opened the meeting by welcoming everyone and introducing herself and Lauren. The PPG members then introduced themselves.
2. Angela provided updates on staff changes such as Dr Purandare leaving and Drs Huseen and Shaw becoming partners. Angela also advised that we have had some changes within the admin and reception team as well as having a new practice nurse and 2 new pharmacists.
3. We discussed the surgery opening hours and explained the Enhanced Service hours meaning the surgery opens on Saturdays for pre-booked appointments
4. The group discussed the difficulties patients face when trying to get an appointment, including the long wait times on the phone and then being placed in a queue. Alice also questioned whether the phone message regarding the new triage service gives enough clarity and if this is understood by patients. Angela and Lauren will follow this up.
5. We discussed staffing as one of the reasons for the long wait times. Angela advised that, all being well, there will be some new reception staff soon which would then reduce wait times etc
6. We then selected the chair and vice chair of the PPG. Lesley will be chair, Sue will be vice chair
7. Angela explained that she has signed up to an online forum/support site for the PPG to provide more ideas going forward. There will be the opportunity to sign some of the PPG members up as users for this as well
8. A few suggestions were made regarding advertising the PPG, to encourage new members. One idea was to have a more colourful notice board/leaflets in the surgery waiting area. The PPG members also said they would ask locally if anyone would be interested in joining.
9. We agreed the date for the next meeting – 23.05.2023 at 18:30