**PPG MEETING**

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| **Date:** | **03.07.2023** |
| **Attendees:** | RG – Regional Manager, HK – Practice Manager, Dr NS – Regional Medical Director, AI – Senior Admin  |
| **Apologies:** |  |
| **Place:** | **The Loxford Practice** |
| **Agenda:** | * Introductions
* Actions from previous meeting
* AOB
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| **Description** |
| **Chair: Dr Nadia Saeed** |
| **Minutes from the last meeting and Action Log**Matters arising discussed in last meeting 2. Upcoming events/ updates3. Patient Feedback.4. AOB5. Additional Information |
| Dr NS introduced herself, RG, HK and AI to PPG members. New members of the PPG introduced.  |
| **What is PPG?**NS and HK explained to all new members who joined the meeting the importance of a PPG and why they are held. Explained the roles of a PPG for the Practice and also for the patients. |
| **What access do we have?** Dr NS explained that the surgery has implemented changes and we now have an in house hub service consisting of 1 GP, 1 PA and 2 Pharmacists. All requests are triaged on the day.**Dr IQ concerns:** Some members raised concerns they are having issues using the app. Dr NS suggested we could arrange for someone to train patients who are not able to use the app. Concern about patients who do not have internet access or smartphones was also raised. Dr NS advised that these patients can walk in to the surgery for appointments or other issues regarding their health or call in and we will support them the same way.Action:To arrange a coffee morning, there could be a Dr iQ staff to explain to patients how to use the app and the services available.  |
| **Appointments:**Members raised concerns they are still having issues getting appointments. Dr NS advised of the new call back service that the practice now provides. This can easily be used by pressing the option to request for a call back. We have allocated staff on call backs every day. HK informed members that we are monitoring queues and the last couple of weeks we have reduced phone call queues significantly. **Reception** Area There are long queues at reception and lack of privacy. This has been discussed at previous PGG meetings. Hamida PM updates patients that the surgery has applied for an improvement grant to re install the patient arrival machine and patient calling board. This will reduce the queues at reception and avoid patients arriving late for their appointment. **Action**HK will generate a report of how many phone calls are being answered in the practice to show members of the PPG. |
| HK – we are expanding the practice going forward. The arrival machine grant application has been made and is under review.  |
| Blood pressure has no paper. HK has ordered paper for this. **Action**Ensure BP machine in reception has paper. **This has been delivered and we have plenty in stock.** |
| There is a session on chronic pain on 06/07/2023 at 12:30pm.  |
| **Next meeting date: TBC** |