PPG MEETING Minutes

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| **Date:** | 22nd August 2023 |
| **Chairperson:** | Sandra Wood Practice Manager  Via video link Reena Gonsai Regional Manager |
| **Minutes taken by:** | Rachel Baker Assistant Manager |
| **Attendees:** | IC, VW, JM, ES, RL, SL, MM, TM |

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| 1. | **Welcome & Introductions**   * This meeting is not to discuss any personal issues due to private and confidentially. Please discuss any personal issues with the practice manager privately.   SW welcomed everyone to the meeting.  RB Introduced herself   RG Introduced herself.  PPG Introducing themselves to the group. | **Actions** |
| 2. | **Apologies and announcements**  **N/A** |  |
| 3. | **Previous Minutes review actions**  This was our first one with new members of the PPG |  |
| 4. | **Practice Manager Update**  **Explanation on how PPG works.**  SW Explained how the PPG works and there will be 4 meetings a year. Patients from group to input their experience’s whether this is good or bad. Ideas that could help the surgery work better or things that are working and we can pass compliments on.  During the meeting a chairman will hopefully be voted in.  **DR IQ**  This has been in place since June, 1 PPG member had concerns if patients do not have a smart phone or computer. SW explained that the surgery takes this into consideration and not all patients may want to use Dr IQ which is fine, and they can phone the surgery as normal.  SW explained Dr IQ and explained that once the patient has put a request in for an appointment the Dr will triage the same day and they will receive a phone call and an appointment will be made for them. It was explained that patients can order their medication and chase up any referrals that have been done through Dr IQ as well.  1 PPG member asked who has Dr IQ, SW explained that most surgeries have something similar to Dr IQ but it would be called something else, with Operose the system is called Dr IQ.  **WEEKEND CLOSURE/ CONTRACT CHANGES**  Contract is for Saturday and Sunday 3 hours per day 10.00-13.00  Would like the opening hours to change to either Saturday or Sunday for 6 hours instead, the reason for one day is to get a GP to cover, as finding it hard to find cover for both days. Asked the group their thoughts, the feedback from the meeting was appreciated the surgery were open during the weekend, some didn’t realise the surgery was open but understood to get a GP to cover both days would be a struggle.    **PCN**  SW explained how the PCN works and what services the PCN offers, out of hours, weekends, physio appts a wide variety of services.  **NEW PHONE LINE**  SW explained about the new phone line where the patient doesn’t need to hold on their space in the line is kept and a call back will take place automatically from the reception team. |  |
| 5. | **AOB**  **1 PPG member asked if the JX Board could be up and running but include the patients name, SW explained that under GDPR rules this couldn’t happen.**  **1 PPG member asked if on the doors of the clinicians’ rooms could their names be put on so the patient is aware of who they are seeing that day, SW said we can investigate this.**  **1 PPG member asked for opening hours to be on Board outside, this will be investigated. - on checking this is already displayed outside.**  **1 PPG member asked why we use locums, SW explained this is the clinician’s decision if they wish to remain a locum. We try to keep the same clinicians where possible. We do have a regular self-employed GP who has been with the surgery over 6 years.**  **2 PPG members wanted to say how hard working the reception team are, SW said she would let the staff know as its nice to have good feedback for the reception team.**  **The members of the PPG came to a decision and IC was voted and he accepted to be the chairman.** |  |

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| Next Meeting date: To be confirmed 28th November 5.00pm |