**PPG Meeting Minutes**

**Wednesday 19th April 2023**

Dr James Hider Vicki Cheslett Tracey Burns

Adrian Smith JR BB

|  |  |
| --- | --- |
|  Item No |  Minutes |
|  | * Mary Davey to be invited to next PPG meeting (maryldavey@hotmail.com)
* Confusion with phone lines – to listen to and amend voice message. Also noted that audible click at end of message leading to patients thinking call disconnected.
* Confidentiality regarding patients being asked reason for appointment. Dr H explained reception team navigating to appropriate service/appointment and staff are trained to do this to ensure patients are seen as soon as possible. Adrian Smith suggested framing the word as a positive e.g. to give quickest care from the best person. Dr Hider to hold a meeting with the reception team to get a resolution.
* It was noted by Dr Hider that in the event of no same day emergency appointments being available, it is preferable for patients to ring 111 as they have access to book with the surgery as they see fit, rather than attend urgent care.
* It was noted that the word “emergency” was a tricky word for the patients as they have no knowledge as to what classes as an emergency. Adrian Smith advised that there is information on categories on the NHS website. Maybe a poster could be put up with categories i.e. traffic light system? Patients also need to be honest when booking appointments and not using key words to get emergency appointments. Adrian mention Bernie – Public Health Campaigner could be useful to educate within the community.
* Adrian confirmed that during this next year he is working on integrated services in the health centre.
* It was brought up that ring back at 8am for same day appointment wasn’t working effectively – to be discussed with receptionists.
* Still awaiting update on phone lines and queue number.
* It was mentioned that the trainee doctors have all been very good.
* Doors to the library and BlueSci have now been opened. It was questioned if it was possible to have more GP space in that part of the building?
* Dr Hider confirmed that Dr Kinney is going to be taking on an extra ½ day in order to see more patients. This will be from September.
* When the subject of the new houses being built, meaning more patients for the practice came up, Dr Hider explained that until the houses are built, and the patients are registered there are no funds available for expansion as we only get the funds for the new patients once they are fully registered with us.
* Dr Hider is going to attend the Positive Partington Partnership meeting to be next held on Tuesday 11th July @ 7PM – St Marys Church.
* Medication ordering leaflet is to be emailed to both B and J to have a look at and give feedback.
* Car park now up for sale. Dr Hider agreed to do some investigating.
 |