

***PATIENT PARTICIPATION GROUP MEETING DATE: 23/05/2024 at 1.30pm***

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|  | **Description** | **Actions** |
| 1 | ***In attendance****: Liz Heimes,* *Emma Whittaker, Anne Brown, &, Adrian Koskie*  *Apologies: John Ogle, Margaret Ogle, Sylvia Netich & Atta Hanfi* |  |
| 2 | **Minutes of last meeting were approved.** |  |
| 3 | **Matters arising from last meeting:**  *Anne felt something positive should be added to the TV screen in reception such as GP survey results.*  *Everyone is happy with the new phone system – seems to be working well.*  *There are no dates confirmed yet for the Flu & COVID Autumn clinics, we will find out once we have the delivery dates.* |  |
| 4 | **GP PATIENT SURVEY 2024**  *Discussed lower ratings regarding the Birches website – this is outdated however will be another year before we are able to update this due to a contract.*  *NHS app access – we have been working hard to promote this so hopefully next year our rating for this will be higher.*  *Improvements were also discussed, everyone in agreement and happy with the results.* |  |
| 5 | **Survey Monkey**  *Did not discuss in detail but decided there would not be much use for this at the moment as we have the F&F questionnaire.* |  |
| 6 | **Notification of change of medication name**.  *Generic drugs discussed, as part of the NHS contract we are told to prescribe Generic drugs as this is cheaper for the NHS.* | Waiting for some further information from Dr Lipska re this |
| *7* | **STAFF CHANGES**  *Unfortunately, we have a few staff members leaving us. Dr Madni has left the practice as he has moved back to London. Nurse Jane is going to be taking partial retirement at the end of October. Hafsah is leaving us at the end of July however we have a new receptionist called Hayley who is starting with us on Monday 5th August.*  *Dr Lipska will now be working an extra day on a Thursday.* |  |
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| 7 | **ANY OTHER BUSINESS**  *Discussed regarding DNA’s being shown in reception again to highlight to the patient’s the importance of attending appointments or cancelling them if patient’s cannot attend.* | **Emma will find search for DNA’s and discuss with Liz how we will implement this.** |
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|  | **Next PPG Meeting:**  **Tuesday 15th October 2024 at 1.30pm** |  |