

***PATIENT PARTICIPATION GROUP MEETING DATE: 15/10/2024 at 1.30pm***

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|  | **Description** | **Actions** |
| 1 | ***In attendance****: Liz Heimes,* *Emma Whittaker, John Ogle, Margaret Ogle, Adrian Koskie*  *Apologies: Ann Brown* |  |
| 2 | **Minutes of last meeting were approved.** |  |
| 3 | **Matters arising from last meeting:**  *Telephone system – queue system is working out, patient’s will be number 1 in the queue if all other lines are full so may be waiting until next Receptionist free as caller number 1*  *Flu & COVID clinics are now underway, last clinic is Thursday 31st October.*  *Notification of change of medication names - unfortunately, clinicians are unable to inform every patient if the brand name of their medication is changed, the system Script Switch does this automatically* |  |
| 4 | **STAFF CHANGES**  *New GP Dr Ali has now started at the practice, he will be working all day Thursday & Friday.*  *Jane is leaving as she is part-retiring at the end of the month. Her last day will be Monday 28th October.*  *Emma is leaving the practice on 18th October.* |  |
| 5 | **QUARTERLY NEWSLETTER**  *BARDOC has suggested the PPG group to issue quarterly newsletters to update patient’s of what is happening at the surgery/general updates.*  *Adrian has kindly volunteered to have a look at this.*  *Adrian can use extracts from the PPG minutes to help with these quarterly new letters.*  *The newsletter can be added to the Practice Website, Facebook, Notice board and TV screen in reception.* | Adrian news letter  Liz to send Adrian previous examples of news letters |
| 6 | **SKILL MIX**  *The practice now has a mix of clinicians including GP’s, nurses, Healthcare Assistant, FCP (first contact physiotherapist), Pharmacists which takes the pressure off the GP’s/*  *Minor surgery has been held off for now as the practice will possibly be becoming a training practice and not just medical students.* |  |
| *7* | **CALL SYSTEM VOLUME**  *The TV screen is set at a certain volume as we have a new video that plays to patients which is quite loud.*  *We have tested the volume for when a clinician calls a patient in and it should be sufficient to bring the call to the patient’s attention. There is a sign in reception which says ‘no phones’ in order for patient’s to be aware of the clinician calling them in however this is not always taken notice of.* |  |
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| 8 | **ANY OTHER BUSINESS**  DNA report mentioned | Emma to send John the figures for DNA’s in September to update the TV screen |
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|  | **Next PPG Meeting:**  **Tuesday 21st January 2025 at 1.30PM** |  |