**PPG Meeting**

**Wednesday 11th September 2024**

**10:30**

**Present**: JT AJ HT MA SS LS CC

**Apologies:** JB LS

**18/24 Apologies**

JB LS

**19/24 Agree Previous Minutes**

**20/24 Prescription Ordering**

Issue with ordering discussed, LS will investigate this and feedback directly to AJ.

**21/24 8am Call System**

The 8am demand is not always ideal; this is the same in all practices nationwide. As a practice we provide every means possible to access appointments, however we are unable to meet the daily demand due to capacity. This is something all practices are struggling to deal with and lies with the Government to improve, by increasing funding. We encourage contacting local MPs to champion this at Government level.

Discussion on how the front desk could be supported, this is currently done by our supervisors when they are available. It can appear to patients waiting in the queue that the staff in the back office aren't busy working. Agreed the back-office need shutting off from view either with the door shut or another means.

During the discussion there was a disagreement between JT and the practice, with both parties expressing differing viewpoints leading to a tense discussion. Following the discussion JT expressed her decision to resign from the PPG with immediate effect. Resignation was acknowledged.

**22/24 Call Music**

Request to change thehold music on the phone system, CC/LS will explore the options available. List of options received from AJ.

**23/24 GPIP**

As discussed at the last meeting the practice has taken part in the General Practice Improvement Programme, which is run to support practices to identify areas of improvement and ways in which these can be done.

The areas identified as working well were:

* A robust signposting process is in place that reception and admin staff members use for all patient contacts.
* Responsive and reactive practice that look at achieving goals and requirements in a positive, efficient, and effective manner.
* Friendly and diligent work force that work exceptionally well as a team and individual staff members who want to grow and expand the knowledge and skill set.
* Dedication to our patients and their health and wellbeing is a paramount primary consideration.

 Areas we are working on:

* Continuity of Care
* Frequent attenders
* Telephone systems – call handling / evaluations.

**24/24 Flu Clinic**

Over 65 clinic planned for 5/10, HT and AJ agreed they can attend to provide support including PPG member recruitment. LS/CC will provide PPG leaflets to hand out.

**25/24 AOB**

 **UHDB PPG**

UHDB holdsessions which all GP PPG members can attend.

**Action: Circulate information to all**

 **Macmillan Coffee Morning**

On 27th September we will be holding a coffee morning if anyone would like to attend to help.

**Email Address**

LS has set up an email account for the PPG, the address and password will be shared with the group. This will need checking weekly for any emails received.

**Next Meeting:**

**Wednesday 20th November 2024**

**10:30 to 11:30**