

PATIENT PARTICIPATION GROUP

Date: 27th September 2023

Location: The Grange Medical Centre

Attendees:

- Chantelle Taylor (Practice Support Assistant)
- Mandy Walls (Reception Team Leader)
- Dr Barham-Brown
- PPG Members (7 participants)

AGENDA ITEM	TOPIC
1	Introductions
2	<p>NHS App Pilot Scheme</p> <p>We are taking part in a new pilot scheme for the NHS app regarding prescriptions.</p> <p>From October you will be able to track your prescription from request to pharmacy. This will help reduce calls into surgery as a patient will be able to see that the status of the prescription.</p>
3	<p>GPIP Scheme and Phone Supplier</p> <p>We are taking part in a scheme called the GPIP, this aims at making improvements within the practice.</p> <p>We have revamped our website and made this more user friendly and will be looking to add a page for PPG members to see meeting minutes. – Request for banner to be added to website with up to date new i.e. Flu/ covid booking dates</p> <p>We are currently looking at our triage system and how we can increase capacity, The GPIP scheme will be running until December, and we will inform the PPG of all the changes implemented in the next meeting in February.</p> <p>We have had meetings with our phone suppliers as the GPIP scheme and patient feedback have highlighted some issues, we are looking at other systems which will hope to reduce wait times and support patients.</p> <p>Request for more supportive chairs in reception – Management aware and looking into ordering chairs with arms.</p>

4	Community Garden Project – Dr Hannah Barham-Brown. Edible the incredible no longer involved, have reached out to other local charities who may wish to be involved, waiting to hear back from them.
5	Next Meeting arranged for 20/02/2024 12pm at The Grange Medical Centre