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Billesdon Surgery

Patient Participation Group (PPG) Wednesday 27th April 2022 -1pm – 2pm at Billesdon Surgery

Minutes

Present: Dr Wardle (GP Partner), Julie Smith (Practice Manager), Daniel May (Information Officer), Becky Farmer (HR & Data Administrator), PPG Members: Janette Stocks, Jean Astill, John Dyson, Susan Hart, Allan Lee,

1. Apologies – PPG Members: Balvir Bhamra, Ian Hill, Ann Markee, Margaret Hughes, Michael Bailey, Bridget Lawden

2. Minutes of Meeting

- 1 Moving from Emis to SystmOne in May 2022 – Positive reasons to change
- 2 Information given by Dan on patient access update
- 3 Members suggested better communication to patients within the community
- 4 Members to distribute SystmOne info sheet through newsletters etc in their villages
- 5 Negative Tilton WhatsApp group messages
- 6 Loss of staff & high turnaround due to patient abuse
- 7 Influx of small family's registering at the Practice adding pressure to demand
- 8 Volume of calls and patients struggling to get through
- 9 Members thought phone message was too long
- 10 Online GP and Blood appointments

- 11 Jeanette to post positive message on Tilton WhatsApp re changes to Surgery with SystemOne
- 12 Installation of self-check in screens
- 13 Members felt more confident about moving forward
- 14 Enquired re Covid (4th) for over 65's
- 15 Enquired re Liquid Nitrogen clinics
- 16 Members commented on positive text messaging distribution re Dispensary update during system change over

3. Any other Business –

Next Meeting: Tuesday 15th November 2022