**THE HEDGES MEDICAL CENTRE (THMC)**

**PATIENT PARTICIPATION GROUP (PPG) MEETING**

**Wednesday 04th September, 10:30am, at THMC**

**In attendance:** Stephen Hutchinson (SH), Kath Lovell (KL), Ann Bishop (AB)

**Present from Practice**: Ashling Lonergan (AL), Dr Rushabh Pattani (RP)

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| Items | |  |
| 1. | **Apologies** | Gloria Anderson |
| 2. | **Review of minuets of previous meeting held on Wednesday 28th February 2024** | Members reviewed last meetings minuets – Nothing to add. |
| 3. | **Agenda** | 1. To select a chairperson 2. To select a treasurer 3. To discuss new surgery updates |
| 4. | **Action points from last meeting** | 1. We still need to select a chairperson. 2. We still need to select a treasurer |
| 5. | **Hedges On-line** | Reception staff are trying to direct patients to our practice website when they call to request things like sick notes, letters etc. This free up the call ques and is a lot quicker for patients than waiting on the phone lines. |
| 6. | **Surgery issues, updates, and staffing news** | 1. Our new telephone system was fitted since the last meeting. We have had positive feedback regarding this. A lot of patients have found our call back system very useful. 2. We have had new screens fitted in the upstairs and downstairs waiting area which will display useful information for patients. 3. New reception staff will be starting in the next month. 4. Starting Monday the 9th of September, we will be going live with patients requesting appointments through AccuRx – where the GP’s will triage their requests and book appointments where they see fit. |
| 8. | **PPG initiatives, including patient comments, suggestions, and complaints** | 1. We received positive feedback regarding our phone lines – patients have found it a lot easier and quicker getting through on the phone. 2. PPG members felt that the communication between the practice and patients has been a lot better recently. 3. SH has brought in some bus timetables to be put up in the reception waiting area. 4. Dr Pattani spoke with the patients about the new RSV vaccine which patients aged 75-79 are being invited for. Leaflets with more information have been left at reception. |
| 9. | **PPG Recruitment** | No new members attended this meeting.   * We will send out text message reminders to patients for the next meeting in advance. * Posters will be put up in reception to advertise the next PPG meeting. * The next meeting date will be added to our practice website |
| 10. | **Newsletter** | The practice newsletter was not discussed in this patient group meeting. |
| 11. | **Matters arising to be discussed with THMC** | 1. We discussed selecting a chairperson / treasure – PPG members felt that as we are such a small group of four members, this will be better discussed if we can get more members. I said I will discuss this with Chloe. |
| 12. | **A.O.B, including this meetings question** | No other business to discuss. |
| 13. | **Date and time of next meeting** | The next PPG meeting will be held on Wednesday 6th of November 2024 at THMC at 10:30am. Apologies have been made in advance by KL who will not be able to attend this meeting.  With no further business to discuss the meeting closed at 11:25am. |