**Patient Participation Group Meeting Minutes**

* **Tuesday 4th June at 11am**

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|  | **Attendees:**  Tracey Watson  SH  Adele Mumby  Valerie Dickenson  Alison Belton  Jan McFarlane | **Apologies**  Caroline McGuire |
| **Item 1** | **Welcome/Actions from last meeting** | |
|  | TW welcomed everyone to the meeting and discussed actions from last meeting.  **New Phone System**: Last phase of the new phone system will be completed 24th & 25th July. We will be able to monitor live information and a new callback service will be offered, hopefully this will reduce the number of abandoned calls greatly. Luckily, we don’t have a huge number of patients that decide to abandon their calls, but it should still make a positive difference. We look forward to sharing results at our next meeting.  **Enquiry Online:** Adele wanted to shareher experience after using the online enquiry facility, she found it really easy to use, but commented that as she had made the query on behalf of someone else, when an appointment was made, it went to the patient’s phone number, she wondered that as long as that person has permission in the patients record, could the number be changed? TW to enquire.  I have been asked to inform you that Gay has sadly had to resign from the PPG. She sends her regards and wishes you all the very best. | |
| **Item 2** | **Safe Working** | |
|  | Following on from the last meeting, from August, the GP rota’s will be changing slightly to allow us to practice a safer working model. All appointments will be 15 minutes, rather than the standard 10 as most of them are now. The GP’s will still see the same number of patients each per day as they do now but have chosen to have a shorter gap in the middle of the day. Our clinical team of Paramedic, Physicians Associate, Advanced Clinical Practitioner & our Registrar GP’s will be completing the vast number of the home visits. GP’s will still visit palliative patients. | |
| **Item 3** | **Staffing News** | |
|  | As mentioned in our last meeting, Melissa & Megan have settled well into their roles in Reception. Other staffing news:   * Dr Yarreh Suso will be joining us as our new Register GP from 7th August until 4th February 25. * Dr Manijang Rai (current Registrar GP) will be staying with us until February 25 * Dr Alice Baldwin will be joining us from September as a salaried GP, she will be working on Monday & Tuesday. * Recruitment of salaried GP – We currently have an advert out for another salaried GP for a potential January start * Dr Ilett has been the Managing Partner for the last 5 years but from 1st August it will be changing over to Dr Craig. | |
| **Item 4** | **Patient Survey Results** | |
|  | We have recently received our GP patient survey and I am proud to say that we are up there nationally as a PCN and as a practice above average. Please click on the link to view the survey. [..\..\SURVEYS\2024\GPPS\_2024\_GP\_Infographic\_PUBLIC\_C84013\_083303\_ Kingfisher.pptx](../../SURVEYS/2024/GPPS_2024_GP_Infographic_PUBLIC_C84013_083303_%20Kingfisher.pptx) | |
| **AOB** |  | |
|  | AB queried the issues with patient parking. Finding it difficult to find vacant spaces especially the 3 patient parking spaces near our GP spaces. TW to remind staff to use the designated staff car park. | |
|  | **Date of next Meeting** | |
|  | Tuesday 17th September | |