



NEWS FROM THE WAITING ROOM

April 2021

Patient Participation Group

Virtual Meeting

Another virtual meeting for the PPG this month. Worked well before and time to get back on track with PPG meetings. We hope to have some in person meetings soon dependant on restrictions.

Self Help Information

A text message was sent to patients about the information available on the website on self help which was suggested by the PPG. Hopefully patients found this helpful.

Driveway

There is sometimes an issue with the cars parking close to the surgery entrance which can make it unsafe for drivers entering and leaving the driveway. After discussion with the PPG this will be discussed with the council.

Opening of Surgery

A query was raised as to when the surgery doors will be on fully open again – the surgery has remained open throughout the pandemic but the doors have only been accessible via a buzzer system to check COVID symptoms. The guidance had not changed for surgeries as they are still recommended to continue to the COVID checks and ensure social distance. The waiting room is open for patients if they cannot wait in cars or are unsteady to wait outside.

Staff

There have been a few staff changes this year with two new receptionists starting Ronnika and Jane. A new nurse called Barbara. A clinical pharmacist called Chimdi and a new registrar Dr McLaughlin who is with us until August 2021.





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Appointment System

A query was raised about the appointment system going forward as at the previous meeting a GP did mention we wouldn't go back to how we were running. As it stands the practice remains working on a triage first guidance with telephone consultations to start with the GP's. Patients will be informed should this be changed. There is still an on-call GP which the reception team can seek advice off.

First Contact Practitioner

The practice has access to a first contact practitioner who can deal with musculoskeletal problems. The majority of these calls are a same day call back so reception will offer these to patients if available.

COVID Vaccine

A discussion took place about COVID vaccine side effects and how to report these. The reporting is via the Yellow Card. If a patient is unwell and needs medical advice then a GP appointment would be recommended too.

The PPG is always looking for new members - all are welcome

