

PPG Group Meeting on 1-2-2023 @ 4.00pm

Chair – Alan McCormack

20 patient invites

8 confirmed and attended

Alan explained the benefits of having a PPG

Practice update

We have new GP - Dr Davies

In-house physio and mental health

New Physician associate

PPG members

What changes have you seen.

Alan has seen a lot of changes since he been registered with FMC - Feels the service has improved

Mr Panch

Telephone message info is not clear – **Ongoing process, discussion with provider**

Sana will look into it

Sana - Appointment info is published on website. – **Patches already on website, website under progress. Will be updated in April 2023**

Advice to access the info and compare to other practice in the community.

Explained the appointment available. Same day appointment and routine appointment, if patient don't mind seen any GP the appointment are available for telephone and face to face, a lot sooner

8am is difficult to get to the surgery.

Not able to see a named GP.

Sana explained the reason and system works and how GP are available

Email communication is available, if any patient need to communicate and pass message to a clinician.

Highlights all the services the surgery is providing. And the expansions of the surgery.

Mental health

Physio

Diabetic nurse

Social services

Dietician

Clinical pharmacy

We want to promote the following:

Smear test
Bowel cancer
Breast cancer
Child vaccine

The last Minutes was not emailed to Alan, we will look into this.
Surgery should think about upload minutes on website.

Next PPG:
22/3/2023 at 5pm-6pm