**Forge Close Patient Group**

**Teams Meeting Minutes**

**30th March 2022, 7pm**

**Attendees:**

Harry Shannon (Chair), Orla Penruddocke (Secretary), Dr Mano Mageson, Nicola Mushet, Gail Hilder, Doreen Hobbs and Gail Hilder, Stanley Bradshaw, and Joy Halligan

**Apologies:** Vicky Kelham

1. **Minutes of the previous meeting**

The following action points were discussed:

Dr Patel is to trial a system whereby patients are given the option of face to face or telephone appointments when booking to see him. He works on Wednesday, Thursday and Friday. The clinical team are discussing the reopening of Patient Access next week in their clinical meeting.

Both these post Covid initiatives were met with agreement from the group.

There will be a new email address for patients to order repeat prescriptions. A prescriptions clerk will access this account and it will be a more efficient and convenient way for patients and the surgery to arrange for repeat prescriptions going forward. Patient Access can also be used to reorder prescriptions.

1. **Local Covid data/Update**

A number of staff at the practice have had Covid. The delivery of 4th vaccinations is being coordinated centrally and invitations have begun to go out to those over 80 years.

1. **Patient questions**

No questions received. One of the group queried whether the surgery phone message had been shortened as it contains information that is not needed. Dr Mageson confirmed that it had not yet been changed and the group were asked for suggested wording.

**Action point: Group members to send suggested wording to Dr Mageson. Phone message to be shortened to contain only pertinent information.**

1. **Website**

Dr Mageson reported that there had been an issue with the website and he was hoping to have it fully updated complete with all the Patient Group information by the next meeting.

**Actions for the new website: Dr Mageson to ensure PPG link is on the website. Dr Mageson to ensure items in Appendix 1 of this document are also added to the new site.**

1. **Dr Mageson Update**

Sarah was unable to attend tonight’s meeting but it is hope she can attend the next one.

**Action: Dr Mageson to invite Sarah to the next PPG meeting. Social prescriber to be invited to a future meeting.**

1. **Forge Close PG Talks**

Dr Mageson has been in discussions with a representative from BMI Healthcare in order to arrange speakers for the surgery on topics including HRT and diabetes. It was decided that Wednesdays at 7.30pm would be the best day and time for these talks which will be virtual.

Patients would be informed about the talks via the website, flyer in the surgery and text message. It was decided that a reservation list would not be needed for this. Joy asked if the talks could be recorded and Dr Mageson said he would check if this was possible

**Action: Dr Mageson to liaise with BMI Healthcare for speakers and talks and find out about recording the talks.**

1. **Development of the PG**

It was decided that the Hayes Fair on **Sunday 12th June** would be a great opportunity to raise awareness of the surgery and the patient group. Orla will contact the organiser to arrange a stall. The next meeting will be in a month to discuss preparations and arrange a rota for manning the stall.

**Actions: OP to contact Hayes Fair Committee.**

**AOB**

None.

**Next meeting : Wednesday 11th May 7pm, Venue tbd**

**APPENDIX 1**

**Website Checklist**

|  |  |
| --- | --- |
| **To do**  | **Completed** |
| Friends and family test to be moved to another part of the site.  |  |
| Names of existing members of PPG added to the PPG page.  |  |
| Role of social prescriber to be added to the site.  |  |
| Minutes of all PPG meetings to be added to the site.  |  |
| Dr Mageson to arrange for all talks to be uploaded to the PPG section of the website and remain there. |  |
| Add explanation of post Covid opening hours |  |