

**Notes from the Patient Group Meeting**  
**Held via zoom conferencing**  
**Wednesday, May 17<sup>th</sup>, 2023**

**Welcome and Introductions**

There were 3 attendees including Jenni Rodgers, Chair and Hannah Matheson, Practice Operations Manager. There were three apologies.

**Next Patient Group Zoom Meeting** will be held on Wednesday, June 14<sup>th</sup>, 2023 at 10am.

**Notes from the last meeting** were read and approved.

**Matters Arising**

Hannah will enquire why patients are not receiving their Slimming World vouchers to help them lose weight in order to prevent diabetes.

**Hannah's Practice Report**

The practice will have a new patient registration form on the website, plus there'll be a QR code in reception for people to scan with their phones. The practice is using a company to set this up on a two to three months trial basis to oversee the registration of patients. Hannah has used a dummy version and it seems very good with a lot of detailed information and the usual range of questions.

**AOB**

A question was raised concerning the progress of the Baldry Gardens refurbishment. Hannah thinks that the financial situation has improved but currently has no more details.

There was some good feedback for online consultation. It only took a couple of hours for one patient to receive a response to their enquiry and be given an appointment for 3 weeks' time. It was agreed that if clinicians were taking a more positive attitude in dealing remotely with patients' queries, then this was a definite improvement.

It was agreed that meetings held at 7pm did not attract any extra attendees, so the meeting time was set at 10am for the foreseeable future. Hannah agreed that the practice could send out a text to all patients outlining the advantages of joining the Patient group

Chair thanked all those for attending and the meeting ended at 7.30pm

**The next zoom meeting will be**  
**Wednesday, 14<sup>th</sup> June, 2023 at 10am**

