

Notes from the Patient Group Meeting
Held via zoom conferencing
March 22nd, 2023 at 10am

Welcome and Introductions

There were 6 attendees including Jenni Rodgers, Chair, Maria Newey, Vice Chair and Hannah Matheson, Practice Operations Manager

There were three apologies.

Next Patient Group Zoom Meeting will be held on Wednesday, April 19th, 2023, at 7pm.

Notes from the last meeting were read and approved.

Matters Arising

With reference to having face to face meetings, Hannah said that the practice would like to continue with zoom conferencing as meetings within the practice could increase the risk of infection.

Chair's Report

Chair and vice chairs met with Hannah on zoom on the 8th March to discuss the wording of a text to be sent out to all patients with information about the work of the PG. It was decided that this would be deferred until after April as the practice is currently sending out quite a few other texts at the moment.

Hannah's Practice Report

It's been quite a few tough weeks at the practice because of the strikes and sickness etc. so for some time we've been looking at ways to increase the health and wellbeing of our staff to keep everything going as smoothly as possible. So there was a survey amongst the staff who decided on not having so many biscuits with their coffee, trying out a static exercise bike in the basement and even joining a dance class – all within breaks in their working schedules.

We're still working with the Accelerate programme and trying to make sure that all patients are given the best advice on the phone, even if there are no appointments available. If patients have a serious issue and cannot get an appointment on the day, the receptionists

can make a report in the duty doctors log book and this will be dealt with the next day at the earliest opportunity.

AOB

A question was raised as to what happens when a patient receives a letter with new medication instruction from a hospital consultant. Hannah replied that this hospital letter is read by a member of their Practice Admin who will then send it to a doctor to look at. This information will then be highlighted and acted upon.

Baldry Gardens is still awaiting it's future refurbishment and hopefully a progress report will be sent out in the near future.

Chair mentioned that perhaps we should think about trying to prevent loneliness and isolation by having a few more social events. Hannah suggested that currently they arrange for the mothers and baby group to meet in their outside courtyard space under a gazebo, so this could also be used for any social event in the future.

Chair thanked all those for attending and the meeting ended at 10.30am.

**The next meeting will be
19th April, 2023 at 7pm on Zoom**

The above notes were compiled and published on March 22nd, 2023