**PATIENT PARTICIPATION GROUP**

Minutes of Meeting held on

Tuesday 6th June at Heath Hayes Health Centre.

**PRESENT**

Gordon Alcott (Chair)

Pat Gore

Carl salmons

Pauline Scott

1. **Apologies**

Apologies were submitted from DR Choudhary, annual leave.

1. **Minutes**

Minutes of the meetings previously held not discussed

1. **Matters arising from last meeting:** Flowers sent to Jean Gobsill, who has now left the group
2. **Report from Chair**

Welcome of New Member Carl Salmons

Brief introduction of how PPG works and need for new members, Mr Salmons agreed to lead on newsletter and PPG Poster.

Thank you to all staff for hard work at improving Access to appointments and commitment to patient care.

Discussed briefly how Practice works alongside outside support such as PCN/ICB.

1. **Practice Manager Report**

Improved Access since April 1st – New ANP working 17 hours per week

Extended access on Monday and Thursday evenings and weekend through PCN

PCN staffing – Pharmacists, social prescribers, paramedics.

Patients have extended availability to book through telephone system and online and more pre bookable appointments available through use of more GP availability.

New GP starting August 3rd.

Difficult to recruit GP’s nationally due to work life balance many want to do locum work only.

Referral system of NHS explained.

Complaint summary of 2022 t0 2023 – 17 complaints 6, admin,8 GP,2 Nurse, 2 Pharmacists.

Groups for complaints, attitude of staff and empathy, communication issues, medicine issuing problems, access to notes. This will be shared with staff and discussed each event is discussed at regular staff meetings and learning taken from it.

Pat Gore and all thought it was a good result considering the difficult times.

Carers Group meetings – All welcome to attend, slow uptake but we will persist.

Patient survey shared and discussed, on the whole, all though the issues around access were due to coming out of Covid, discussion took place around raising awareness not to telephone at 08.00hrs for an appointment, Pauline advised that staff were advising when Patients telephoned in, good to add to newsletter next time.

1. **DATE & TIME OF NEXT MEETING**

AGM 12th September 6pm

General Meeting 6.45pm

Heath Hayes Health Centre