

Partners:
 Dr. M. L. Forshaw
 Dr. N. J. Speak
 Dr. F. Hewett
 Dr. A. Dasgupta
 Dr. F. Armstrong
 Dr. S. Garbutt
 Dr. W. Ahmed

THE MANOR PRACTICE

Meeting Agenda PPG 26 February 2024

Chair – Sue Kay
 Minutes – Leanne Hoye

Attendees- Sue Kay, Leanne Hoye, Angela Cornwall, Tom Forrester, Michael Finney.

Apologies- Amy Jackson

Agenda items:

Raised by	Agenda Item	Action Owner
Sue Kay	Surgery closures – <ul style="list-style-type: none"> - Would like a notice up that BADGER can be phoned when we are closed - Queried if practice learning time can be split so not all staff attend at once – LH stated we are unable to do this due to cost and shift work. - Requested a queries box on reception for when we are closed, with a paper and pen available – LH to arrange - Would like closure dates put on the wall and on the website - Could we consider a voicemail option for prescriptions and queries when closed for practice learning time. 	LH LH LH LH
Sue Kay	PPG Application forms – <ul style="list-style-type: none"> - Forms state meeting is on a Thursday, please change to Monday - Email out amended form - Send new applications to Sue 	LH LH LH
Tom F	Reception – <ul style="list-style-type: none"> - Giving wrong information re blood test results – Was told low, but was high. - Karen is always smiling and it was commented that patients feel better just from seeing her. - New Phones – discussed the options are as follows <ul style="list-style-type: none"> o 1 – Appointments o 2 – Home Visits o 3 – Prescription Queries – 10am o 4 – General enquiries including test results – 11am o 5 – Referrals – 9am o 6 – Admin including reports and registrations 	LH
Sue Kay	Measles – Discussed healthcare workers isolation rules if infected and the symptoms. Guidance on vaccination status given <ul style="list-style-type: none"> - Posters to be prominent on doors 	LH

