Partners:

Dr. M. L. Forshaw

Dr. N. J. Speak

Dr. F. Hewett

Dr. A. Dasgupta

Dr. F. Armstrong

Dr. S. Garbutt

Dr. W. Ahmed

Meeting Agenda PPG 26 February 2024

Chair – Sue Kay Minutes – Leanne Hoye

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

THE MANOR PRACTICE

Apologies- Amy Jackson

Agenda items:

Raised	Agenda Item	Action Owner
by		Action Owner
Sue Kay	Surgery closures –  - Would like a notice up that BADGER can be phoned when we are closed	LH
	<ul> <li>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.</li> </ul>	
9	<ul> <li>Requested a queries box on reception for when we are closed, with a paper and pen available – LH to arrange</li> </ul>	LH
	<ul> <li>Would like closure dates put on the wall and on the website</li> <li>Could we consider a voicemail option for prescriptions and</li> </ul>	LH
Sue Kay	queries when closed for practice learning time.  PPG Application forms –	LH
	- Forms state meeting is on a Thursday, please change to Monday	LH
	<ul> <li>Email out amended form</li> <li>Send new applications to Sue</li> </ul>	LH LH
Tom F	<ul> <li>Reception –</li> <li>Giving wrong information re blood test results – Was told low, but was high.</li> </ul>	LH
	<ul> <li>Karen is always smiling and it was commented that patients feel better just from seeing her.</li> <li>New Phones – discussed the options are as follows</li> </ul>	
	<ul> <li>1 – Appointments</li> <li>2 – Home Visits</li> <li>3 – Prescription Queries – 10am</li> </ul>	
S.v. I	<ul> <li>4 – General enquiries including test results – 11am</li> <li>5 – Referrals – 9am</li> <li>6 – Admin including reports and registrations</li> </ul>	
Sue Kay	Measles – Discussed healthcare workers isolation rules if infected and the symptoms. Guidance on vaccination status given	
	- Posters to be prominent on doors	LH

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## THE MANOR PRACTICE

	PPG Website –	
	<ul> <li>Minutes and updates to be added. LH stated minutes already</li> </ul>	
	added	
	Minutes –	AJ
	Minutes to be printed and shared at beginning of meeting	Α3
	AOB –	!
	<ul> <li>Invite Dr Speak to meeting April 22<sup>nd</sup> prior to his retirement.</li> </ul>	LH
	<ul> <li>Signs requested for reception to state patients can ask to talk in private</li> </ul>	
	Would like to encourage younger demographic members     with a text invite	LH
	- Grounds keeping – courtyards and garden area at James	LH
9	Preston are not well looked after and look very untidy	
	- Document request from Michael Finney –	
	<ul> <li>1 – last accounts/financial report (3 years) – LH said</li> </ul>	
	no as organisation is a private partnership, nit a	
6	limited company, but would check with the partners.	İ
	<ul> <li>2 – List of Doctors and specialities</li> </ul>	
	<ul> <li>3 – List of online medical assistance in/out of hours</li> </ul>	
	<ul> <li>4 – Overview of any special pharmacist assistance</li> </ul>	
	<ul> <li>5 – Copy of lease agreements</li> </ul>	
	<ul> <li>6 – Copy of organisational structure</li> </ul>	
	<ul> <li>7 – Call response times</li> </ul>	
	<ul> <li>8 - Patient list size for past 5 years</li> </ul>	

Date of next meeting - 22nd April 2024

AGM followed by PPG meeting