**Meeting Agenda** PPG – 24-Apr-2023 12:45

**Chair** – Leanne Hoye

**Minutes** – Amy Jacskon

**Attendees-** Sue Kay, Tom Forrester, Angela Cornwall

**Apologies-**

**Agenda items:**

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| **Raised by** | **Agenda Item** | **Action Owner** |
|  | Updates regarding Julie |  |
| **Sue**  | Low rates for The Manor Practice showing on the practice website – used to be 4 stars, now 2 stars. Sue asked if a procedure was in place for the practice to speak to the patient’s leaving the reviews but Leanne confirmed we do not own the page so we cannot respond. Leanne is trying to own the page. | **Leanne**  |
|  | Improving access for appointments – discussed new staff such as paramedic and physician associate.  |  |
| **Angela** | Phone system – discussed still trying to get a new phone contract | **Leanne** |
| **Leanne** | New NHS Contract – How will we accommodate this? | **Leanne** |
| **Leanne** | Community Pharmacy scheme – software not available yet | **Leanne** |
| **Tom** | BP Monitoring – Repeat texts, the text does not say what to do if you do not own a BP machineNew BP machine will be installed at the surgery in next month. | **Leanne** |
| **Leanne** | Each week, one GP will have to do a remote telephone clinic due to lack of space. It has been checked to ensure they have a private room available. Practice is hiring a room from SMC to create more spaceSue asked if we could we have cubicles installed in the waiting room at JP where BT/BP’s could take place? | **Leanne** |
|  | Shared Gmail for the PPG – Leanne to also set up stock response to ensure appropriate feedback is received.  | **Leanne** |
|  | Discussed OHP appointments on Saturday mornings and afternoons |  |
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**Date of next meeting –** 05-Jun-2023