



Meadowbrook Surgery Patient Participation Group (PPG)

Thursday 20th July 2023

4 Meadowbrook Road Halesowen B63 1AB

Notes of Meeting

		Action
1	<p>Welcome and apologies</p> <p>Present: Mandy Hands Practice Manager, Dr F Coll GP Partner, BR apprentice, AB patient, MB patient, JT patient, CT patient</p> <p>Apologies: None</p>	
2	<p>Recruitment of PPG Chair</p> <p>Mandy Hands had approached the PPG members of her intention to advertise for a PPG Chairperson and proceeded to distribute the terms of reference detailing aims and objectives for the role.</p> <p>None of the members in attendance felt they were in a position to take on this role as they had other commitments and felt they did not have the skills required to take on this role. It was suggested it may be a good idea to approach future PPG members.</p> <p>Mandy Hands had asked the group for ideas on how to advertise for a PPG chair and it was suggested by the members to advertise the role in the patient waiting room, or use the TV in the waiting room. Mandy Hands asked the members if they could promote the vacancy for the role of PPG Chair amongst our patients.</p>	Mandy Hands to promote and advertise the role of PPG chair
3	<p>Resurrection of the PPG</p> <p>Mandy Hands had informed the members that she would like the PPG to be formed and run similar to parent governor groups in schools and for the PPG to become more actively involved.</p> <p>Members had also suggested it would be beneficial to recruit patients of various ages into the PPG and to be more formalised.</p>	Mandy Hands to promote and advertise for patients to join PPG
4	<p>Telephone access</p>	

	<p>Mr B had raised the issue of trying to get through to the surgery via the telephone and how patients were complaining of having to wait outside the surgery at 8.30am.</p> <p>Mandy Hands had explained to the members there are many contributing factors that have affected patients trying to get through to the surgery via the telephone:</p> <ul style="list-style-type: none"> a) The surgery has limited telephone capacity due to the layout of the reception office b) 2 reception staff have retired and the surgery is in the process of recruiting new Reception staff but have found this difficult due to the lack of interest shown in the vacancies. c) The volume of patients coming in to the surgery has also increased <p>Mandy had explained all appointments are available on line and have been for some time. Patients can access these appointments via patient access or via the Practice new website. Patients can book appointments, request prescriptions, ask a question etc via the practice website. Should any patient have a problem accessing the website and these features, Bradlee our apprentice could help patients access these features within the website.</p>	
5	<p>Appointments</p> <p>Mr B suggested instead of releasing all the appointments at once at 8.30 in the morning could these appointments be released throughout the day. Dr Coll explained the appointment capacity would still be the same regardless of when they are released. Dr Coll also explained patients tend to have more complex issues that requires a second appointment, as these could not be dealt with in a 10 minute appointment. This also has an impact on our appointment capacity.</p> <p>Mandy explained how she monitors and reviews the appointment capacity and how she will adjust the appointment capacity to meet patient demand. She described how she will adjust the appointment system to make more book on the day available during peak times throughout the winter months and how she will adjust the appointment system to make more pre-bookable appointments available throughout the summer months.</p>	
6	<p>Prescriptions</p> <p>Mr B described how he had to wait in the queue at the main reception desk to hand his request for a repeat prescription and asked why the prescription window was closed in the reception waiting room.</p> <p>Mandy had explained due to the layout of the reception office, logistically it was necessary to close the prescription window to make room for the support medical secretary to work next to the practice secretary, which meant other office functions had to be relocated.</p> <p>Mr T had suggested a prescription box could be placed in the reception waiting room to save waiting in a queue.</p>	<p>Mandy to organise a prescription box to be fitted in the waiting room.</p>

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