



**Lapal Medical Practice Patient Participation Group
Record of Meeting held on Tuesday 17th January 2023**

Present: PL, CS), DS, JS, Jills, DF, JSt, SB.

Apologies: HT

PL opened the meeting by paying tribute to Ken Taylor, former and initial Chair of the PPG, who sadly died on 7th January.

Minutes of the last meeting: This is an amendment to the minutes of 11th October 2022. DF found the registration process of Patient Access difficult to achieve, however this was successful eventually, albeit not all information (eg test results) were available. It should be noted at this time that all personal medical records etc are accessible and available on the NHS App. The remainder of the minutes, being a true record, were signed.

Practice News: Footfall requests for appointments have been suspended, and Footfall as a whole is currently under review. Appointment requests may resume on Patient Access in the near future. **Action**

24hr blood pressure tests are being conducted via Manor Pharmacy, and is very successful. Manor Pharmacy is considered very efficient and helpful in all aspects of their work.

Appointments are available via 111 at various locations if necessary.

Repeat prescriptions can be requested during the final seven days of current medication.

Questionnaire for Patients: JSt gave information regarding the questionnaire that has recently been circulated extensively by the NHS. Therefore she considered it was not appropriate at present to circulate a questionnaire from the Practice. Preparation would continue for a questionnaire, applicable to the Practice, to take place at a future appropriate time.

When the review of Footfall is complete it was considered a good idea to organise an engagement meeting where instruction can be given on how to access and use the online resources on a face to face basis, maybe using their own devices, and maybe on a longer term basis. Information to be gained from Helen Codd.

PL

Information Cards: JSt has produced the information cards, which will now be available from reception.

AOB: DF brought to the attention of the meeting that people with impaired hearing could not hear the appointment announcement from the TV in the waiting room. The possibility of increasing the volume will be explored.

DS

Date of Next Meeting: Provisionally 18th April
SB/PL 18.01.2023