



**Lapal Medical Practice Patient Participation Group
Record of Meeting held on Tuesday 18th April 2023**

Present: PL, CS, DS, JS, JILLS, HT, JSt, SB.

Apologies: DF

PL opened the meeting by introducing and welcoming CC, who is interested in joining the PPG action group, following sight of the information cards, produced by JSt, and available in reception.

Minutes of the last meeting: Were approved as a true record.

Practice News: The Practice is having a new website. Covid jobs are no longer available at the Practice. Long term medication reviews are undertaken at least yearly, it is normally initiated from a date on patient records following a repeat prescription request. The future plan is to move the date to the patients birth month.

The time it takes to secure an appointment with a GP since covid, and was the same prior to covid, is influenced by a number of factors, including delays at hospitals, patients having more complicated issues, the struggle to secure Locum cover and requests for a particular GP etc. Some appointments can now be booked on line via Patient Access.

Evening and Saturday appointments are available on a rota basis across the Practices in Halesowen.

POPs: Helen Codd has informed PL that an event involving PPG's will not take place until June, and will be about changes in Primary Care and how PPG's will be involved. Information has also been received regarding footfall, which continues to be used in Practices across Dudley for web sites and patient triage online. Practices across Dudley have had to choose regarding their web site provider from June onwards.

PPG Information Cards review: Working very well, and the form accessible via web site.

Patient Questionnaire review: Not possible to progress this at the present time.

AOB: CC outlined her experience in previous PPG groups, and will now join this PPG action group.

Date of Nex Meeting: 4th July 2023