



**Lapal Medical Practice Patient Participation Group
Record of Meeting held on Tuesday 27th February 2024**

Present: (Pl)(Chair), (Dr.CS), (DiS)(Receptionist), (JS), (JillS), (CC), (JSt), (DF), (HT), (SB)(Minute Secretary).

Apologies: (DS)(Practice Manager), LB (potential new member)

PL opened the meeting to welcome DS, Receptionist and MJ, a potential new PPG member. Everyone introduced themselves.

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

Practice News: A new phone system has been installed. It includes a message to indicate the callers position in the queue and also offers the option of a call back, which if accepted will hold the callers position in the queue and automatically recall them when it becomes their turn. The new system records all calls automatically.

Healthwatch attended the practice for a morning to undertake an information gathering session from patients attending.

DNA numbers will be reinstated to future minutes.

CQC will be undertaking an inspection in the near future – the last inspection was 15th December 2015.

Newsletter: The newsletter has been launched online and copies available in the Practice. JSt and CC are now looking for suggestions for subject matter for the next edition, with the expectation that this meeting will decide what the content will be so the process can be accelerated to produce the next issue. Several suggestions were made including new phone system and how it operates, DNA's and their cost implication, information board in waiting room, contact information for breast screening, including those with Jewish grandparents to register for screening for the BRCA gene; bowel cancer screening; availability of shingle injections for the over 70's and information about the CPR session on the 10th April.

Website: The new website seems to be working well. HT to contact DS regarding access.

Resuscitation Session: Will take place on 10th April at 6.30pm. The venue is St Peter's Church Hall, Hiplands Road B62 0BH. Names of those interested are being taken at reception. DF volunteered to do tea and coffee. A donation plate will be available, so any monies donated can be forwarded to the charity as indicated by the trainer. A questionnaire to be included in the session.

AOB: CC brought to the attention of the meeting and expressed concern regarding the adverse and unacceptable manner that had been witnessed towards the receptionists. There is an awareness in the Practice of such behaviour, which is being managed and dealt with appropriately.

Date of Next Meeting: Tuesday 16th April at 6.30pm

SB/PL