



27<sup>th</sup> March 2024



## PPG Meeting Agenda

### 1) Welcome & Introductions

Present from the practice: [REDACTED] (Administrator), [REDACTED] (senior receptionist),

Apologies: [REDACTED] (practice manager)

Our PPG Members.

Apologies – [REDACTED]

Mrs A, Mrs B, Mrs C, Mr D & Mrs E

### 2) Points Discussed

**Main front entrance from Harden Road** Building is now fully open but Modality practices have not returned fully, we do not get advised as and when their clinics are running. Their patients are not really being advised where to go for their appointments. Sometimes their patients have turned up for an appointment and coming to our desk to book in when being advised that not our patients, not very happy so if you come in and see disgruntled patients that's the reason why.

**Telephone system** – discussed in great lengths to the way the telephone system works. Advised message has been shortened after listening to patients on how lengthy it was. I also discussed with the group that our Dr's have tried multiple times and at different times to ring the surgery and have got through within 3 seconds. Message was lengthy as we have all the information for COVID 19 which has now been removed and much easier to get through to the surgery.

**Appointments** – Appointment system discussed in detail. Advised always adapting to the needs of the patients. Dr pretty bang on with the way he manages his clinic templates. We are now offering much more pre-bookable face to face appointments as well as same day. We have been keeping an eye on our available appointments and the wait time and since our last PPG meeting in December 2023 we have not been over 2 week wait, on the contrary there have been days where we still had appointments available for the following day.

**Pharmacy First (replacing the previous system)** – This new service was discussed, the new scheme which covers 7 different acute problems, copy of hand outs were given to the group to take away which listed the criteria of problems and exclusions. This replaces the old pharmacy first scheme but the new scheme allows the pharmacist to prescribe antibiotics for these 7 acute problems. Which is quicker for the patient to be treated and saves an appointment at the GP so someone who really needs to be seen can be seen.

**Measles outbreak** – This was discussed in the group. Parents not bringing in children to have their vaccines due to different reasons. We as a practice encourage all parents for their children to be vaccinated. Our area, West Midlands has been identified as the area which has the outbreak. Parents are not taking up the vaccine programme and also depends on people who are now coming into the country and they are covered.

Patient education –

We encourage all patients to take up Patients are not taking the opportunity to book appointments for Cervical Smears, breast screening, etc

**3) Suggestions and comments from PPG**

- Members are happy with the way the surgery is operating and have recognised on how the clinics have been changing to the needs of the patient.
- New faces in the group

**4) Action plan for next meeting**

- Encourage new members to join the group.

**5) AOB**

**6) Next meeting to be TBA.**