

**Tudor Medical Group  
Patient Participation Group**

**Thursday 7 March 2024**

- **Staff attending:**
- DB- Assistant Operations Manager
- CR – Receptionist/Practice Care Coordinator
- KM – Secretary

- **PPG Members attending:**
- AW
- SR

**Introductions**

- DB – Assistant Operations Manager/ PPG Chair
- CR – Patient Care co-ordinator/ PPG Minutes taker
- KM – Secretary

**Dementia Awareness Event**

- 88 patients sent a message/telephone call
- 6 Patients attended
- Fundraising discussed and suggestions were for either at Saturday morning or during Flu Clinic.

**Flu Clinics**

- Dates to be set but will take place September/October 2024

- Members were asked to help with the Flu clinics this year.

### **PPG Drive to recruit new members**

- PPG members are happy to help with a recruitment drive for members.
- Saturday AM at TMC seemed the ideal time to do this.
- PPG advert confirmed on right side of prescriptions/ the TMG website and in Surgery.
- Response from difference age groups discussed.
- Targets for recruiting discussed, possibly HCA/Reception could promote.
- Leaflets were also suggested.

### **Appointments**

- A supervising GP is in place 5 days a week for supervising across all 4 sites.
- Appointments can be booked via Online services, Online triage, Book on the day, Routine, PCN across organisational. All 4 surgeries work the same. Book on the day Monday to Friday are working well. Other services are offered inhouse for Physiotherapy, Diabetic Nurse Specialists, Pharmacy Technicians and Cancer Care Coordinator.
- Reception to promote the different availability for booking appointments to patients.
- It was suggested that an Information pack for new registered patients to include steps on how the appointments work.
- PPG member AW reiterated that we offer appointments much quicker than other Practices and we are doing well.

### **Other Business**

- AW told us that 3 members of staff stand out in the Practice – CR, RK,AF.

- Friend and Family discussed, available in all sights and a link is sent via the appointments message. This is also available on our website.
- Shingles programme discussed, available for patients who fill the criteria for this vaccine.
- Next meeting TBA July 2024