

Tudor Medical Group

Patient Participation Group

Thursday 15/12/22

Staff attending:

- Operations Manager – AJ
- Assistant Operations Manager – DB
- CR – Receptionist/Practice Care Coordinator

PPG Members attending:

- Mrs MW

Apologies:

- AW
- MS
- SC

- Introductions given:
DB - Chair Person
CR - Minutes taker
6 Patients form the PPG Group

PCN Hub:

These Practices form our PCN:

Newbridge Surgery, Duncan Street Surgery, Fordhouses Medical Centre, East Park Medical Practice, Whitmore Reans Health Centre, all four sites for TMG.

- A Brief description of PPG role and Terms of Reference given and explained PPG membership was discussed as we don't have a "full house", CR is actively seeking new members from all ethnicities and ages. It is hoped that for the next meeting we will have a larger amount of members attending.

- During the Covid Period the Tudor Medical Group had no closures. Dr S Agrawal (Lead GP) organised a well ran system to enable all sites to stay open, some services were suspended but have now returned to normal.
- Structure of organisation distributed and explained:
- Employment of staff is still in progress.
- 20,000+ patients – 300 of these in the last month- from audit today.
- In the last 2 years:
- The secretarial team was disbanded.
- Clear vision given of staff.
- Recent Changes
- Appointment system explained.
- Result for CQC interview was good.