

PPG Meeting 30th January 2024

Minutes

Welcome, introductions.

Settled, and made introductions.

Presentation by Aimee

Aimee is the Nurse Manager at the practice. She gave us a detailed and informative overview of her role and the range of treatments offered. She has been at the practice for 11 years, and as Nurse Manager since 2020.

These include wound care, leg ulcers, IV drug use, diabetic treatment and injuries resulting from falls. There are also many varying treatments for prostate problems, HRT, B12, vaccinations, as well as baby clinic and health promotion, which has included ringing patients to encourage attendance for smears for example. Information gathering on long-term conditions is also part of the day-to-day work.

Aimee has a team of 8 nurses, 2 healthcare assistants and a trainee. Their working day is 8.15 until 6pm and covers admin, samples and enquiries as well as all the hands on work.

Review of Practice Letters

We discussed the varying letters sent out by the practice to alert patients to up and coming and missed appointments. Our PPG member had prepared some alterations, as had another PPG member, and we looked at these and in general were all in agreement with making some changes. We discussed the disclaimer on the non-attendance letters at some length and decided to leave it as it is, as it is important that the patient should take responsibility for not attending.

AOB

Julie practice Manager talked about the new phone system, which was commissioned on 25th January. This will be monitored and amended as necessary.

We did a quick survey of the notice boards in the waiting area and made some suggestions as to how they could be improved to give more information more clearly.

Actions:

Try to improve the attendance and include patients from the Shaftesbury site, currently all Church View participants

Send out agenda prior to next meeting – Julie

Issue minutes – Julie