

**Minutes of Patient Participation Meeting
Coalway Road Surgery
Monday 15th July 2024**

Description	Action
<p>1. Welcome to the meeting:</p> <p>The meeting was opened at 17:30pm</p> <p><u>Apologies received:</u></p>	
<p>2. Minutes of the last meeting & Matters Arising</p> <p>Signed as a true and accurate representation of the meeting.</p>	
<p>3. Welcome Cancer Care Co-ordinator</p> <p>She introduced herself, explained her role as Cancer Care Co-Ordinator which involves raising awareness with regards to bowel, breast and cervical cancers (cancers with the highest non-responders). Part of her role is to be involved with newly diagnosed patients within the first three months of diagnosis.</p> <p>PPG: Query raised whether role involves patients with existing diagnosis of cancer. She explained patients with a long-term diagnosis would be under the care of services/consultant already but she is happy to speak with them to see if she can help in anyway – providing useful information/telephone contacts.</p>	
<p>4. Practice Updates –</p> <p>Total Triage – Patients are able to get through on the phone quicker than normal due to a large percentage of patients completing the triage form.</p> <p>Patients have been made aware via text message that the turn around time for a form to be looked at is 48 hours, concerns raised around this for patients who may require an urgent appointment – Response from branch manager and Dr is that the timeframe is currently the same day, to be reviewed on a regular basis.</p> <p>Seating – additional seating for the waiting room has been ordered following concerns raised at the previous meeting about not enough</p>	

<p>seats. Originally a request had been made for benches but unfortunately, they aren't available.</p> <p>Recruitment – the recruitment for admin staff was successful with a positive outcome of a new starter due to start at Coalway Road.</p> <p>Patient access is no longer available but now the NHS App.</p>	
<p>5. General discussion –</p> <p>Members of the PPG asked if the receptionist salary can be shared due to the complexity of the role? Unfortunately, salaries are beyond the remit of this meeting.</p> <p>Staffing levels at Boots Merry Hill is improving along with the process of the pharmacy but is taking up to one week at times for a prescription request to be completed. Boots in Bradmore, Merry Hill and Castlecroft are currently sharing staff to support with low staffing levels.</p> <p>PPG members discussed how Compton pharmacy are great and have delivery options available for patients who are unable to pick up their prescriptions.</p> <p>Can meeting minutes be added to invites?</p>	<p>Branch manager is happy to attach previous minutes to invites going forward.</p>
<p>Next Planned Meetings: Date – Monday 14th October 5.30pm</p>	