

**TUDOR MEDICAL CENTRE**

1 Tudor Road Heathtown Wolverhampton WV10 0LS
 T 01902 384999 F 01902 306406

**WELLINGTON ROAD SURGERY**

67 Wellington Road Bilston Wolverhampton WV14 6AQ
 T 01902 494464 F 01902 576442

**LEICESTER STREET MEDICAL CENTRE**

Leicester Street Whitmore Reans Wolverhampton WV6 0PS
 T 01902 424118 F 01902 310087

**OWEN ROAD MEDICAL CENTRE**

Owen Road Pennfields Wolverhampton WV3 0AJ
 T 01902 424859 F 01902 712365

PPG MEETING

Topic: Organisation

Date: 1st May 2025

Venue: Tudor Road Medical Centre

Attendees: Assistant Operations Manager – Dawn Bannister(DB), Carol Rutter – Receptionist/Practice Care Coordinator(CR)

PPG Members attending: Mrs AW, Mr SC

Welcome and introductions

Agenda Item	Action	By
1: Terms of reference/ Practice Leaflet	Terms of reference given and a copy of the Practice leaflet which available on the surgery website.	DB
2: New phone system	New phone system introduced to the Practices – staff training given on the systems. It was agreed that the service has improved	DB
3:New staff Members	New Receptionists Diabeties Specialist Pharmacist Health Care Assistant (HCA)	DB
4: Care Navigation Training	New reception staff had received care navigation training. Reception staff are more helpful now.	DB All

	<p>AW queried why staff are moved around the sites.</p> <p>It was discussed and the reasons are that staff rotate and work with different members of Reception Team and experience different patients and different duties at each site.</p>	
5: Locums	We now offer more appointments with our Locum GP's which works well for patients needing to be seen quickly.	DB
6: How PPG can help	Members can come into surgery to handout friends and family leaflets (FFT's) and take patient information of those interested in joining the PPG. It was agreed that PPG members can contact the Practice to find out our Saturday clinics. They are also invited to help at our Flu clinics later in the year.	All
AOB	<p>PPG members asking regarding a flyer – DB would look into this.</p> <p>SC asked if a draft of the flyer could be sent out to PPG members.</p> <p>It was requested that an advert be added to the calling board screen. DB will look into this.</p> <p>Other ideas for recruiting members were:</p> <p>CR suggested the PPG using FFTs and taking patient contact details of those interested.</p> <p>It was asked if up to date DNA figures are displayed – yes they are.</p>	All

	<p>SC had asked for a statement on seeing the same GP. DB explained options, and about 2 week routine appointments being available from 9am.</p> <p>AW added that she was pleased that RK is now back.</p> <p>We organised an easter egg raffle this year which was open to staff and patients, all proceeds went to the Let us Play Charity who support local disabled children and families helping with crafts, leisure and sports activities.</p>	
--	---	--

Next meeting: Provisionally arranged for 2nd October 2025	VENUE: to be arranged
---	------------------------------