

Location: Addison House Surgery

Date: 10th April 2024 | Time 18:30

Agenda

1. Welcome & Introductions
2. Apologies
3. Minutes (Appendix A) & Matters Arising
4. Update from Dr Onuorah / Practice
5. Open Floor
6. AOB & Date of next meeting

Appendix A – Minutes from Last Meeting

Addison House Patient Participation Group

6th December 2023 | 18:30

1. Matters Arising
 - a. Room usage in Addison House and Brabara Castle
 - i. Dr Onuorah (J.O) Confirmed there were issues with room and space for consultations
 1. Approval for expansion for two more consultation rooms at AH and four at BCHC
 2. Still a shortage of six consultation rooms to meet demand – 23 consultation rooms would meet demand. Only have 14 consultation rooms currently.
 - ii. Dr Qadir (R.Q) also confirmed that BCHC is currently fully occupied including a GP present every day
 - iii. RQ also confirmed lease has expired on BCHC. Integrated Care Board to continue lease
 - b. Patients Leaflet:
 - i. It was decided to review the patients leaflet and members of PPG to contact Aiden with ideas
 - c. Telephone Appointments
 - i. It was noted by Dr Onuorah that the practice will aim to provide more specific times to patients (+/- one hour)
 - ii. Audit in process regarding phone lines being cut off.
2. Updates from Dr Onuorah & Practice
 - a. Increased patient abuse toward staff
 - i. Cautions sent via letters to patients.
 - b. Missed appointments also concerning