

PATIENT PARTICIPATION GROUP MEETING

May 2022

Topic discussed	DETAILS / COMMENTS
1. PPG Meetings	a. Housekeeping - Fire alarms, mobile phones, comfort breaks b. Introduction from the Practice Manager c. Purpose of the PPG meetings – <i>How these meetings are for discussion and review of overall operational issues and service provision.</i>
2. Access to Services at the Practice	○ What services are we running? Full services and access is now running at the practice Inc F2f appts, phlebotomy, full nurse and LTC reviews Calls for reviews being done earlier to encourage better care and management All appointments are checked for rationale for appt and signposted where appropriate Same day and prebooked appointments available Prebooked now predominantly within 2-3 – 5 days but min of 4 weeks of appts are on and available at any time Discussion on prescription requests Via website, in person at front desk with letter or form, via pharmacy. Tel requests against national guidance so not taken ○ How can you contact and access us Online requests via website Telephone and in person at the front desk Masks are still required for all attenders and staff do comply with this throughout the surgery without exception
3.	4. New Extended Access for Patients New service provision within PCN network Reminder of PCN setup and members (RPMC, StS, CMC) Service to offer appts 6:30 to 8:00pm mon-Fri and 9am-5pm Saturday Pts can be seen at own or other PCN practice Choice of F2f, tel and video appts, also Nurse and other service could be available All have access to the medical records Concerns about where this would be staffed from given news stories about lack of clinical staff Preference to be seen by own practice
5.	
6. Date of next meetings	<i>The next round of PPG meetings are hoped to be taking place in August September 2022</i>