

PPG Meeting Monday 15 April 2024

Present

Richard West

Rosemary Dibble

Helen Jones

Steve Howell

Sam Pearce

Vickie Phillips

Alan Hobdey

Anne Hobdey

Kath Horne

Linda Morris

Derek Brewer

Apologies

Michael Armstrong & Janice Suffolk

1. KH introduced the new members. KH is to circulate the minutes of the last meeting which had not reached everyone.
2. Development The practice has two new permanent GPs. VP & KH have reallocated patients to the new GPs' lists and intend to advertise for a further GP.
3. RW reported that his wife had had difficulty contacting the practice on Friday (12th) afternoon. KH explained that they only had two reception staff available with one handling visitors and the other handling all the phone calls – hence the delay.

Training is being given to the Receptionist team to ensure they are able to handle emergencies such as Chest Pains or Breathing Difficulties correctly.

4. The garden team is getting ready to dig the allotments, and the 16-25 year olds had a bird watching session on 10/11th. Texts are being sent to invite further patients.
5. KH explained that e-consult switched on at 8.30 and could only be used when the practice is open. It is planned to revamp the Practice Website.

6. The case was raised of an 89 year old patient who had been called up for a blood test which he found stressful. He was seen by two unsupervised Medical Students who took the sample, but failed to ensure the was calm and relaxed.
7. AH said he was switching from getting his repeat prescriptions from ASDA to a local pharmacy because of delays at the former.
8. SH thought there was a need for a 'dummy's' guide to e-consult and prescription ordering. He also asked why he was unable to get a non-urgent appointment from the Receptionists & KH explained this was due to government regulations.
9. RD asked whether it was possible to email a specific GP, & was told this was only possible on an individual basis because of the flood of texts that would otherwise result.
10. KH said the practice now had two physiotherapists who could assess new problems and then refer patients on as appropriate.

Future Meetings: Monday 15 July & Monday 14 October