

## **PPG MEETING MONDAY 14<sup>th</sup> OCTOBER 2019**

Sandra welcomed our members; unfortunately a few members are unable to attend.

A note has now been added to our new patient health check form to ask if anyone would be interested in joining our PPG group, the last letters that we sent no one has come forward to join. We are going to ask what is a good time to attend a meeting or the possibility of creating a virtual group to link in with our existing group.

Since our last meeting there have been a few changes:

We now have two new Doctors: Dr Potterton and Dr Riley.

Our new telephone system helps the que for appointments by diverting calls for home visits, prescription queries or any questions re referral or insurances.

We now have a phlebotomist at the surgery; this is by booked appointments and is going really well.

We now have a new patient check in system and calling board, we can advertise health promotion themes, give information and clinics on the calling board.

There is a new app called Doctor link, this is a symptom checker that can be accessed via our website or through an app on patients mobile. The system can give advice or it will notify the practice to book patients an appointment for the patient.

Our new website is just up and running giving links to various services.

We have the results of the local friends and family and ipsos mori questionnaire and we are delighted that we are in the top practices for local average in most categories. The members were very impressed. The only percentage that was low was for the practice website, we have now changed our website.

The practice has been chosen to have a local hub at the practice; we have appointments on a Monday and Friday evening and a Saturday morning. Practices in our local PCN group of four practices are able to book first; this is a good service and helps our practice to get noticed in the area.

We have a room upstairs which are using for admin at the moment as we have enough rooms downstairs. In the future if our list grows and we can employ more Doctors we are hoping that we can install a lift and make use of room 12 upstairs.

Sandra will inform the members when we have any replies to our letters and arrange a meeting to discuss the way forward.