

PPG MEETING 7th May 2024

Meeting: Tony Groves, Maggie Groves, Riya Lyndon PM and Sandra Clapham

Riya met with Tony our chairperson and his wife Maggie with Sandra.

We have not had a lot of activity within the group as Sandra has been handing over to Riya and not had a lot of time.

Tony and Maggie were shown the results of the 2023 patient survey that is published We also looked at the comments from the friends and family which we display in our waiting room and our website. Both of the results were much in line with the national and local figures, some were slightly different.

We spoke about changes that are happening and different ways of working including how the patients contact the practice, patients can now email, send a message through our website as well as the telephone and face to face via reception to make an appointment. They can also request prescriptions via email or online and make some appointments online. Some patients are still calling the practice to make appointments, we are also aware that it is difficult for some older patients to contact electronically as they do not use computers. At this time, we agreed and would not stop any patients telephoning or coming into the surgery with a query or making an appointment as they have always done.

We then spoke about the funding available to allow surgeries to have more staff, this is called an additional roles scheme (ARRS staff) this will mean that the practice will have more appointments available, these appointments will be with a paramedic, social prescriber, pharmacist, mental health specialist or physiotherapist.

We then spoke about the staff wellbeing questionnaire that we have just done, we looked at the results of anonymous replies. Results of this were very good and this would be repeated later in the year.

We will have another meeting and invite other patients that have shown interest in joining our group.