



PATIENT REFERENCE GROUP MEETING

DATE: 28 JULY 2023

VENUE: NEWHALL SURGERY

MINUTES

Welcome and Introductions.

MacMillan Coffee Morning

Ruth and Katie updated PPG on the progress with Macmillan Coffee Morning. Newhall Village Hall is now booked and local businesses have donated prizes for the raffle. Staff from the Surgery and other local Services will be attending, such as Social Prescribers, the Care Coordinator and Hannah Morton from the PPG Network.

Judy confirmed that the WI group will make some cakes and attend on the day to help make teas and coffees. Brian also stated he would attend and would ask his wife to bake a cake for the event. Judy took a couple of posters. Judy also suggested advertising on the Bretby and Stanton Facebook groups.

CPCS

Sam Farrow attended to explain how the CPCS works. The option will be offered to patients for minor ailments such as insect bites, skin rash, water infections, sore throat etc. Some services can prescribe medication and/or advise which will free up GP appointments for other patients.

Dr Pillai

Dr Pillai attended and updated the members with regards to the trainee GPs and Medical Students.

Discussion around the local area and the need for a Minor Injuries Unit or Walk in Centre.

Telephone System

The new telephone system has been installed this week and with positive feedback received. The Care Navigation Team have undertaken basic training but further training is planned. There are now 4 options when placing the call. Brian thought this was very good although stated that it could do with being louder.

Online Booking

The online booking is going well and has freed up the telephone lines. GP appointments, blood tests, smear tests and the 'flu clinics are available to book online.

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Staff Updates

New staff members: Nelle - Operations Manager, Tayla - Administrator/Secretary and Haaniya - Apprentice.

We are currently advertising for a Management Assistant and further Apprentice.

Flu Clinics

Flu clinics are taking place on two Saturdays, 30/09 and 07/10 - Brian stated he is available to help out for both dates and Judy is available to help out on 7/10.

Patient Survey

Confirmed we are currently undertaking a patient survey. This is available from Reception and with a completed papers collection box in the waiting room. Ruth confirmed this is also available on the website.

Meeting Date Change

Friday afternoons are no longer suitable, it was suggested either a Friday morning or anytime on a Wednesday. Agreed to change the day of the PPG meeting to a Wednesday afternoon going forward.

Next Meeting

Next meeting date has had to be rescheduled due to annual leave.

This will now be held on **22 November 23 at 2pm.**

Future PRG Meeting dates:

Wednesday 22 November 2023