**PPG Meeting Notes 09th November 2022**

**Attendees**- Protected

**Surgery Update** – JL introduced JS and MS to the group and gave a brief overview of their roles within the surgery

Discussion had around our new way of working, In the last meeting JL discussed with the group our plan for trialling online booking at a large scale, our findings have been that too many people are unnecessarily booking in to be seen, which is not leaving enough capacity for on the day needs.

Due to this we are going to adapt the way we work with more on the day bookings going forward. This will include telephone appointments that patients can book into from 7am that day

JL informed the group that we may find we have to put a cap on how many patients the duty doctor can safely see/triage in 1 day for safety, and everyone agreed that the safety of the clinicians is important too.

**E consult and IT related items such as email usage and the phone system –** JL informed the group that our E consults are now open between 8-12, all agreed that this is a positive step forward and good news for the patients. – Post meeting multiple clinical absences have resulted in us going back to 8-10 however this will be under review

One of the group member’s wife had called the previous week and it had taken 20 minutes to get through. JL informed the group that we had been working really hard to address everyone’s concerns and frustrations regarding wait times on the phone, and with this in mind we are going to be introducing a new phone system in February which will allow for patients to be called back in time order rather than having to wait on the phone.

It will also allow for things such as call recording and monitoring

All agreed that this is good news and should alleviate some of the patient’s frustrations.

**Covid and Flu** – Update given on Covid and Flu. Some of the group who had attended for their own Covid and Flu where happy to report that the way we are doing this year seemed very quick, calm and organised.

**Surgery Website –** JDJ and JL had asked the group prior to the meeting to take a look at the Victoria Road website and other local surgeries website to see which they preferred and which areas they like and disliked

Areas discussed -Some of the group suggested it would be nice to see a “How do I” tab on our website like St Lawrence have – JL and JDJ to go away and look at this

Another suggestion was to be clearer about our opening times for E Consults – JL to look into – Post meeting it is now clearer on the website and E Consult banner

Another suggestion for a” Who do I see for what page” including things such as Community Pharmacy – Jane is in discussion with the new website provider and will be talking through a number of new things with them

**Newsletter** – A discussion was had around the patient newsletter, JL asked the group what they thought the patient newsletter should include and also if anyone would be interested in helping with the production of it

Lots of good ideas were discussed, and one of the main points discussed what we want it to be all agree it should be about educating the patients with useful information about the practice and relevant up to date information. Also discussed important point - how do we get this out to patients. It was asked if we can perhaps email it to patients and maybe give patients the option to subscribe to it, or decline. Jo would need to look at this in further detail as it would need to be a NO REPLY email as we do not have capacity to allow patients to email us back at the moment.

This subject is lengthy and some of the PPG members are willing to come into Practice to discuss this further and help us with the production of a newsletter. JL thanked them for this and will send an email and try to arrange a date to do this.