ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

20.02.2025 MINUTES

ATTENDEES: LBE, JL, MW

MEETING OPENED: 11.00

ITEM 1: Nurse has returned to work. IPC annual audit coming up, preperations for this are currently ongoing with the nurse and hca. Annual policy reviews are being completed.

ITEM 2: This month we have welcomed a new st1 registrar, this will provide more appointments every day as they are full time. MW comments that our current registrar is very good DR FA

ITEM 3: Discuss ideas for advertising for PPG members- MW suggests adding to the phone lines and prescriptions. PM has added to waiting phone message and added ppg invite slips to printed prescriptions. We discuss new monthly board at the front door which we can also advertise on. JL will be changing this monthly.

ITEM 4: ES nurse hours have been altered to offer evening later services instead of early morning.

A.O.B

MW discussed recent conversation with multiple pharmacists for personal care- PM to look into and feedback.

MW is happy to now be using the NHS app which was recently set up by reception. LBE is in process of having meetings with ICB to provide pop up nhs app session for patients.

MW informs us park lane pharmacy are very helpful in comparison to previous nomination pharmacy asda.

MEETING CLOSED: 11.25 pm

NEXT MEETING: 15th may 2025 11am